

Verint Operations Visualizer

Managing operational performance and productivity can be challenging for many back-office organizations, where multiple functions, disparate systems, and complex processes can limit visibility into staff activities. This can be even more challenging when your workforce is remote.

Verint® Operations Visualizer™ is an enterprise solution that can provide your organization with greater visibility into employee and/or work group productivity, helping you quickly identify areas with excess capacity so you can balance workloads and resources more effectively.

The solution captures actual desktop activity data and transforms it into actionable performance metrics displayed in role-specific scorecards. It provides a flexible, standardized framework for managing productivity across teams, functions, and the entire enterprise, and can help your organization:

- Gain real-time visibility into employee or team behavior, in accordance with employee privacy regulations or policies.
- Capture and consolidate data directly from the desktop to show time spent idle or in production applications and in non-production related tools and activities.
- Manage the productivity levels of large and distributed teams and work groups.
- Create a single view of performance data that both the employee and manager can view.
- Monitor productivity from week to week and equitably compare performance of employees and teams in the same role.

By understanding where employees spend their time, you can better manage capacity and time spent in production and drive down operating costs.

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Now you can:

- Increase visibility into employee and/or team behavior.
- Compare employees and teams in the same role equitably against productivity goals.
- Gain a better understanding of overall capacity to facilitate resource planning and balancing.

Verint Operations Visualizer

Gain Visibility into Operational Performance and Productivity

Verint Operations Visualizer can enable organizations to spot trends in employee and/or team productivity and identify atypical behaviors. The solution collects data from each desktop but can be configured to meet employee privacy regulations and policies. For example, it can aggregate and display data only at the team or work group level, protecting individual anonymity. Managers can gain a consolidated view of employee and/or team performance in near-real time, without having to wait for weekly or monthly reports.

In organizations that allow visibility into individual employee performance, the solution can help increase staff engagement by showing individuals how they're performing against goals and compared to their peers, providing the opportunity for them to change their behavior based on scorecard metrics.

Enabled by Verint Services, the solution incorporates functionality from a variety of Verint solutions, including:

- **Application Analysis™** — Captures application usage directly from staff desktops. Managers can see which applications teams and work groups are spending the most time in, idle time, time logged in or out of the desktop, and current desktop activity.
- **Employee Time Tracking** — Enables employees to electronically log information on time spent on non-desktop related activities. Employees can indicate when they are shifting to production and non-production activities, such as meetings and training, so that these activities are included in the reporting and analysis. This helps complete the picture of the full work day.
- **Performance Scorecards** — Provides individual, team, and enterprise scorecards with targeted, role-specific key performance indicators (KPIs). The solution can help each employee or area understand the percentage of time spent in production versus idle or non-production related activities. It can also help managers identify and close the gaps between high- and low-performing employees or teams.
- **Operational Visibility Management Processes** — Creates a framework to help ensure the insights gained from Verint Operations Visualizer are incorporated into your day-to-day operations and drive business value.

Move Your Business Toward Operational Excellence

With Verint Operations Visualizer, you can help ensure employees spend more time in production-related activities. To help staff work more effectively while in production, you can augment the solution with Verint Work Manager™. This solution collects data from disparate systems and automatically organizes and prioritizes the work, and then tracks it through completion. Used together, both solutions can help keep your team focused and aligned, speed processing times, increase consistency and compliance, reduce errors, and enhance customer engagement.

Benefit from World-Class Consultants

Verint offers a range of Professional Services to help you get the most from your investment, including Business Advisory Services, Implementation and Enablement Services, and Application Managed Services. Regardless of the services you select, you can be confident that our experienced teams offer practical knowledge and are committed to your success.

The Customer Engagement Company™

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