

Verint Operations Visualizer



Now You Can:

- Validate employee activity in real-time to quickly redirect resources and coach.
- Increase visibility into employee and/or team behavior to identify opportunities for improvement.
- Compare employee activity with scheduled time and expectations to improve compliance.
- Focus employee time to increase productivity and capacity.

In the back office, the volume and variety of work types, processes, systems, teams, and locations (including remote) makes it extremely difficult for managers to know who is working on what, when. To keep employees focused and to increase productivity and capacity, back-office managers need a single view into employee activity.

Verint® Operations Visualizer™ is an innovative, cloud-based workforce management solution that provides operational visibility in a work-from-anywhere world. The solution complements your existing BPM and task automation solutions by extending automation to enhance employee performance. Verint Operations Visualizer automatically captures employee desktop behavior and consolidates the data into activity categories like in-production, non-production time, idle, and administrative time. The real-time data empowers managers with the virtual, “walk-around management” capabilities they need to redirect employee’s attention and remove distractions.

In a single dashboard, managers can compare actual employee activity to manager-set schedules to ensure employees are focused on the right activities. Managers can set expectations for time in production and compare employee performance to expectations, right sizing the time spent in production work vs. non-production. Performance dashboards with both employee and manager views:

- Enable managers to remove impediments to productivity.
- Provide unbiased, real-time data on performance to facilitate manager-to employee-communications.
- Empower employees to self-adjust behaviors.
- Highlight where there are opportunities to increase productivity and capacity.

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

VERINT®

Verint Operations Visualizer

Gain Visibility into Operational Performance and Productivity

With real-time activity data, Verint Operations Visualizer makes it easier for organizations to spot trends in employee and/or team productivity and identify atypical behaviors. The solution helps organizations:

Create a single view into employee activity

With a holistic picture of how employees are spending their time, managers can easily identify opportunities to improve productivity and capacity. Verint Operations Visualizer triangulates data from three sources into a single dashboard:

- **Actual desktop activity** — both real-time and historical trending data.
- **Employee self-reporting** of activity to account for non-system activities such as coaching, meetings, breaks, and lunches.
- **Static schedules** which enable comparison of expected time in production to actual and employee self-reported time.

Enable virtual walk-around management

With more organizations embracing work-from-anywhere, managers need a digital “line of sight” into employee activity. Verint Operations Visualizer gives managers real-time insight into employee behavior, helping them identify employees who may be struggling and those with best practices to share.

Empower employees with real-time performance data

Today most employees have to wait weeks or months for performance feedback. With Verint Operations Visualizer, employees have real-time access to key performance data so they so they know how they are performing against goals and can proactively change their behavior to meet those goals.

Start Your Back-Office Workforce Management Journey

Verint Operations Visualizer creates a foundation for organizations to adopt workforce management best practices and automation tools in their back-office operations. The solution creates a baseline for measuring employee activity against scheduled time. Once employees are spending the desired amount of time in production, the next step is to increase employee effectiveness and velocity while in production with Verint Operations Productivity™. Once your productivity and efficiency goals are met, you can leverage automation to maximize resource utilization and quality of work with Verint Operations Manager™.

Part of Verint Customer Engagement Cloud Platform

Verint Operations Visualizer is part of a patent-protected portfolio of cloud solutions that enables the world’s most iconic brands to efficiently connect work, data, and experiences to build enduring customer relationships.



Learn more at
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