

Verint Process Assistant

Many organizations have customer service and back-office operations that require employees to execute complex, multistep processes that can vary based on context and data. This can be especially challenging in industries where regulatory requirements change frequently, impacting processing paths. Providing real-time process guidance can help employees more easily navigate these changes and processes.

Verint® Process Assistant™ can help employees complete tasks more accurately by providing real-time guidance and automation wizards that overlay applications. It can show staff exactly what to do, prevent them from proceeding in some situations, and even perform the work for them in others. This practical solution can help free your organization from complex application integrations and ongoing training for rapidly changing processes.

Verint Process Assistant can help your customer-facing employees, such as contact center agents or branch staff, create more engaging experiences by enabling them to focus on the customer, rather than their systems and process steps. In back-office areas, such as claims, mortgage, or loan operations, the solution can help employees complete complex processes more quickly and accurately. It's particularly helpful for enabling employees to tackle critical, but infrequently performed tasks proficiently.

VERINT



Now you can:

- Enhance accuracy and compliance by providing real-time guidance to employees while they are completing a process.
- Help employees learn new processes, faster and with confidence, by presenting next steps and automatically blocking incorrect actions.
- Reduce the need for continuous training on processes that are performed infrequently.
- Enhance quality by executing portions of processes automatically.

Verint Process Assistant

Improve Processing Efficiency and Accuracy

With Verint Process Assistant, your organization can benefit from a rapid, low-cost approach to automation that can help you avoid delays and inefficiencies, costly errors, exposure to risk, and compliance violations. A powerful, yet intuitive authoring studio helps business users create and edit guidance scripts.

These scripts can be generated and maintained centrally and distributed automatically to employee desktops. Real-time process guidance can help employees process work and answer customer inquiries faster, more accurately, and more consistently for a better overall customer and employee experience.

Create a Hybrid Workforce Where Humans and Robots Collaborate

When Verint Process Assistant (attended automation) and Verint Robotic Process Automation™ (unattended automation) are deployed in tandem — hybrid automation — enterprises can increase organizational productivity and employee effectiveness. Hybrid automation can provide employees with the real-time guidance they need for more complex tasks and processes, along with the ability to route rules-based tasks to virtual robots for completion of steps or interactions.

This collaboration can enable your hybrid workforce do what they do best. Employees are free to interact and engage customers using their empathy, creative thinking, and problem-solving skills.

Verint Robotic Process Automation can handle the tedious, repetitive tasks, such as data capture, copying and pasting, form completion, the same way, every time, 24/7 without errors. Since Verint Process Assistant guides employees along a process, they can continue to focus on the customer vs. what step to take next. Tasks can be passed between the solutions automatically, helping increase the speed, accuracy, and efficiency of your employees.*

Gain Extended Value from Complementary Solutions

Verint Process Assistant is one of Verint's solutions for robotic process automation. With Verint, you can automatically identify, prioritize, and map processes for automation, then choose the automation method that works best for your business. From attended solutions that assist employees with portions of processes to unattended solutions that handle entire processes independently, we can help you work more efficiently and effectively while delivering outstanding customer experiences. Our solutions are all part of a patent-protected portfolio of offerings for simplifying, modernizing, and automating customer engagement to drive strategic impact across the enterprise.

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.

* Requires Verint Robotic Process Automation

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