

**VERINT**

## **Quality and Compliance**

Deliver customer service of the highest quality, while ensuring compliance with external regulations and internal processes.





## What Is Total Quality and Compliance?

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How you handle every call or digital interaction is a direct reflection of your organization back to the customer. Every day you strive to ensure that your employees and bots do and say the right things. That they comply with external regulations and the internal, behavioral compliance standards you set for your organization and customers. Ensuring every call is consistently of the highest quality is essential to success.

Ensuring that every interaction and the data you gather are stored and processed in accordance with applicable regulations is equally essential. Increasingly stringent laws and regulations govern the way you conduct business and keep records.

Ensuring that your service is of the highest quality aids compliance. Reliable and robust compliance with regulatory and service standards helps elevate the quality of customer service.

**Solutions from Verint® provide a holistic and integrated approach to help you manage every aspect of quality and compliance.**

Quality management applications give you the tools to continuously monitor and evaluate the performance of both agents and bots, assess the quality of customer service, and identify opportunities to drive continuous improvement.

And compliance tools help assure compliance with regulatory requirements, essential to avoiding hefty fines, other penalties, and even imprisonment.

**Verint offers a comprehensive and integrated range of capabilities that help you address all of these requirements.**



**“With Automated Quality Management we are now able to analyze phone calls and look at them in larger quantities. We’re going to gain insights that, in the past, were more just gut feelings.”**

**Byron Allmond**

*VP Contact Center Operations, Vystar Credit Union*



## Traditional Quality Programs Fall Short

What if your quality and compliance reviews are failing to reveal widespread customer service issues such as poor responses or attitude to customer complaints? Or missing when your agents provide inaccurate or misleading information?

What if you are unaware of large numbers of interactions that do not comply with your behavioral compliance standards and regulatory requirements? This could leave you open to millions of dollars in potential penalties for problems that you know nothing about.

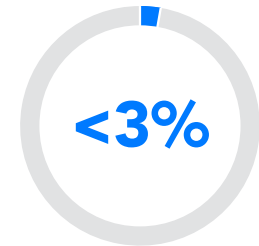
Most organizations screen less than three percent of contact center interactions. This leaves a massive compliance blind spot that could cost you millions. Especially now that “work-from-anywhere” practices deprive supervisors of the insights they used to gain from walking the floor.

And what about chatbots?

As far as your customers are concerned, chatbots are “employees,” too. They answer questions, give advice, and represent your organization. Yet despite the proliferation of new communication channels where chatbots are used, there are usually no common workflows that can assess quality and compliance for both humans and bots.



Compliance needs 100% adherence to avoid regulatory penalties...



...but most businesses screen less than 3% of interactions...



...jeopardizing customer experience and creating compliance risk.

## Customer Behavior Has Changed. Are You Struggling to Close the Engagement Capacity Gap?

As customers turn to digital channels and the numbers of interactions rise, keeping on top of service quality, as well as compliance with increasingly stringent regulations, becomes more difficult. At the same time, the gap between what your quality and compliance program can achieve and the risks to your business and reputation gets bigger.

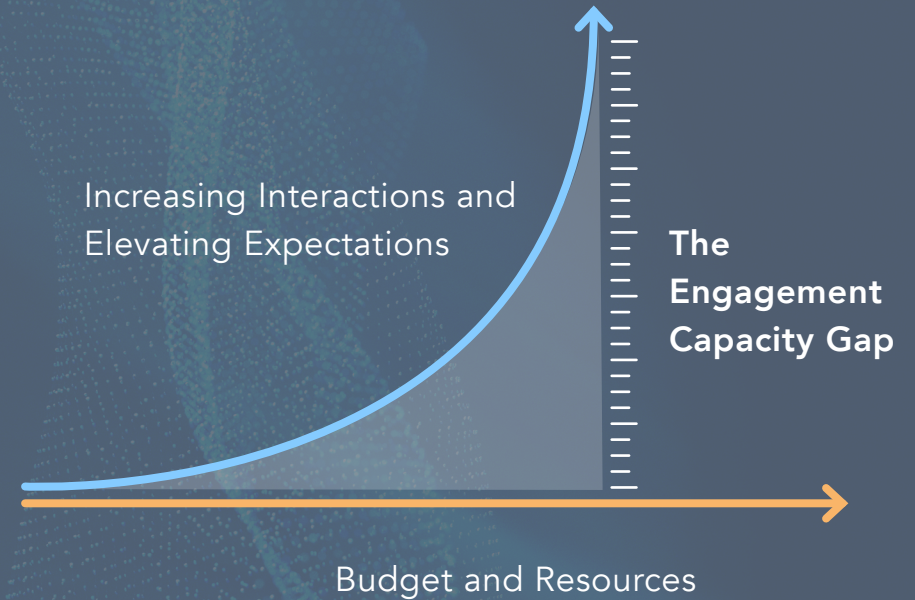
A total quality program—supported by automation and AI—can help you avoid unacceptable service standards and hefty fines and penalties.

- Monitor and score 100 percent of interactions.
- Review interactions across multiple channels.
- Uncover coaching and training opportunities faster.
- Identify system and procedural shortfalls.
- Proactively improve the performance of employees and bots.
- Take real-time action that is informed by strategic insight.

Verint quality and compliance solutions empower you with tools to improve service and compliance, allowing you to close the Engagement Capacity Gap™.

To learn more about the Engagement Capacity Gap, download our global research study.

[Download Here](#) >



## The Verint Quality and Compliance Maturity Model—Where Are you?

The Verint Quality and Compliance Maturity Model provides a reference framework against which you can easily assess your current quality and compliance measures and identify where and how Verint Quality and Compliance solutions can help you advance. It takes into account the challenges posed by traditional quality programs, the rapid adoption of digital channels and bots, and other changes in the business environment—such as “work from anywhere.”

Verint’s core quality management and compliance solutions natively allow you to embrace bots and digital channels and to move beyond manual evaluation and traditional coaching, to **Level 2**. This helps improve the quality, efficiency, and compliance of interactions across all channels and modalities.

Carrying out automated quality evaluations and incorporating customer feedback helps you move to **Level 3**. Here you are able to understand agent and bot performance on every interaction, as well as the customer’s view of quality. AI and analytics help you

understand performance and customer experience trends and answer the questions you didn’t know to ask.

Automating the evaluation of every agent and bot interaction—and marrying these insights with customer feedback—can deliver revolutionary improvements and provide the strategic insights needed to advance to **Level 4** and support real-time action. Here you can improve compliance and performance on every interaction by providing assistance and coaching “in-the-moment,” rather than “after-the-fact.”

**No matter where you are on the maturity model today, Verint Quality and Compliance solutions can help you advance to the next level—automating more of your quality program to make a greater impact on your business. Read on to find out more about the solutions that make up Total Quality and Compliance from Verint.**

# Quality and Compliance

What level is your company operating at?  
Where do you want to be?

## 1 TRADITIONAL VOICE

- Voice interactions only
- Manual evaluations
- Traditional coaching

## 2 OMNICHANNEL & CHATBOT

- Digital channels
- Social channels
- Voice and digital chatbots

## 3 ANALYTICS & EXPERIENCE

- Automated quality evaluation of interactions
- Interaction Quality for the customer's view
- Application Triggers™ adds "activity context" to interactions
- Speech & Text Analytics give broad insight across all interactions

## 4 REAL-TIME GUIDANCE

- Insight into performance and compliance
- Agent assistance through unified work assist
- Linguistic and acoustic triggers identify sentiment, silences, and interruptions
- Curated, contextual knowledge arms agents with relevant information
- Notification to supervisors when assistance is needed during interactions

## LEVEL 2

# Verint Quality Management

No other quality solution spans the enterprise across all channels of humans and bots.

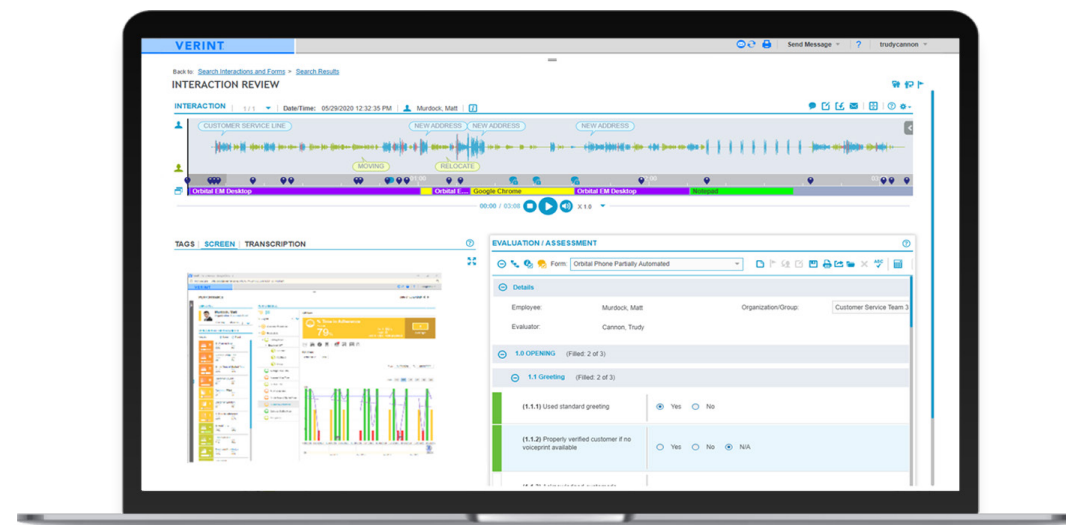
Verint Engagement Data Management™, Verint Enterprise Recording™, and Verint Quality Management™ take you to **Level 2** of the Verint Quality and Compliance Maturity Model.

- Capture all voice and digital interactions from any source.
- Evaluate interactions across all channels—voice, screen data, text-based interactions, and video—from a single screen.
- Use a single player for recording, quality management, speech analytics, voice biometrics, and more.
- Collaborate on quality assessments with a shared inbox and workflows.
- Carry out random sampling based on your business rules with Smart Inbox.
- Quickly locate specific topics with full text search across voice and text interactions.
- Give staff access to Employee QuickView for one-click access to their performance, learning, and coaching history.

## Verint by the numbers.

With Verint Automated Quality Management™ (AQM), (on average) companies...

- Reduce or avoid costs by **17%**
- Grow revenue by **3%**
- Increase productivity by **11%**





### LEVEL 3

## Verint Automated Quality Management

Automatically review 100% of interactions automatically for greater insight into quality and compliance.

Verint Automated Quality Management takes you beyond manual evaluations to **Level 3** of the maturity model. It can automatically evaluate calls, identify non-compliance, and assign coaching—for 100% of voice and text interactions.

Inherently objective and consistent, AQM measures interactions against the rules you have set, without variation, bias, or assumption. It quickly gives you new insight into your service standards and compliance and helps identify coaching needs and procedural issues.

- Score every interaction objectively, against exactly the same standards.
- Agent KPIs provide performance trends and automatic alerts when performance falls below acceptable levels.
- Out-of-the-box workflows for notifications, and assigning coaching and training.
- Employee dashboard helps improve engagement through transparency about goals, feedback, and coaching.



“Automated Quality Management allows our quality agents time to coach the agents more. It allows the quality agents to spend more time with the agent and focus on the areas where we can see the agent is struggling.”

**Cathy Burford**

*Speech and Data Analyst, Army & Air Force Exchange Service*

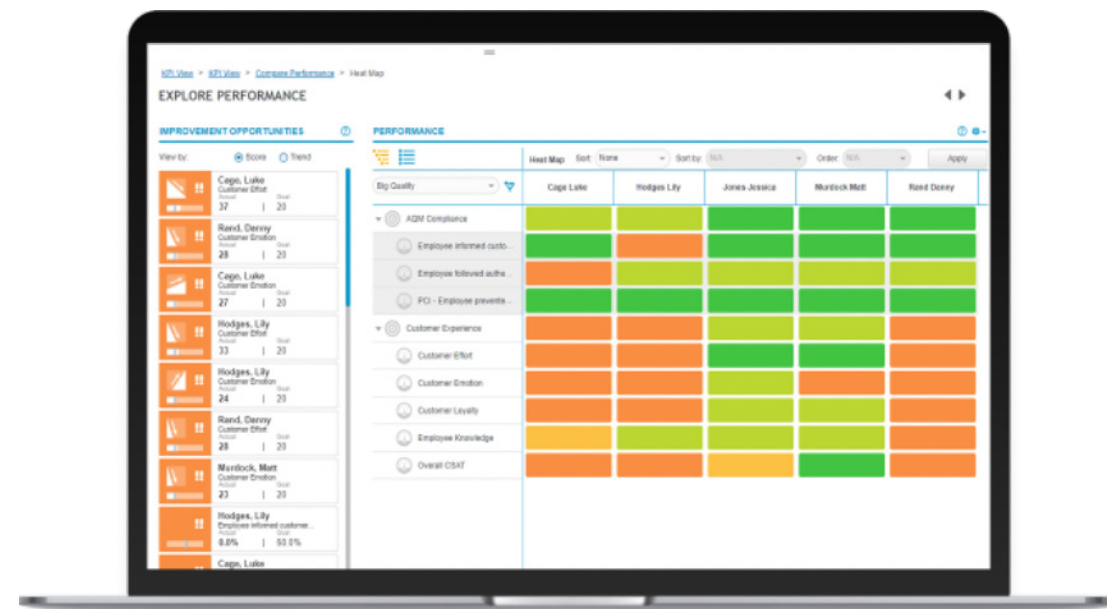
### LEVEL 3

## Verint Interaction Quality™

### Understanding the customer's view of quality.

You may be reviewing interactions for quality and compliance, but are the results actively helping you improve your customers' experience? Unique to the Verint Cloud Platform, post-call and post-interaction surveys feed results seamlessly into quality management workflows and contribute to the same scorecards and evaluations as other agent and chatbot assessments.

Verint solutions uniquely allow you to measure and evaluate performance, compliance, *and* customer experience. Now you can differentiate your business by taking a **total quality** approach that improves not just employee performance and procedures, but customer experience as well.



## LEVEL 4

# Verint Real-Time Agent Assist™

### Help when you need it.

Today's agents must answer complex questions, follow detailed procedures, watch for fraud, and aim for efficiency. On top of that, they must maintain empathy with the customer at all times. With so much to remember, real-time assistance is essential.

Verint Real-Time Work solutions proactively assist your agents to provide high quality, compliant services. They can "listen" to contact center interactions in real-time, identifying triggers based on the words spoken, acoustic cues such as silence or overtalk, or desktop application usage. When a trigger is fired, agents are notified in real-time with advice to improve the outcome of the call. Verint Real-Time Work solutions can assist the agent with:

- Reminders to use empathy
- Appropriate policies and procedures
- Contextual knowledge articles
- Cues to prevent long holds or interruptions



**"While an employee is talking to a customer, Verint Real-Time Agent Assist directly provides them with up-to-date information based on what is being discussed."**

**Deliane Schimmel**

*Manager Advice and Service, Florius*

# Performance Management

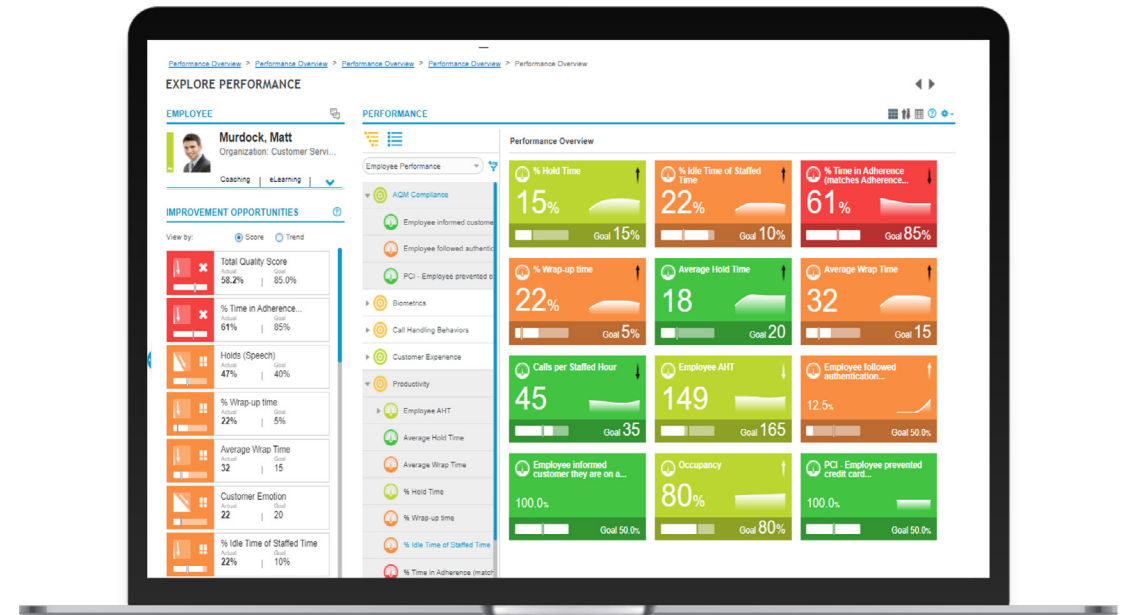
## Actionable performance scorecards.

Performance management scorecards are a standard part of Verint Quality Management. Now you can gain the insight needed to tie quality results to company goals. You will be able to see what employees are doing, how effectively they're performing, and where they need to sharpen their skills.

Scorecards provide a unified framework for efficiently tracking, managing, and improving both individual and organizational performance—from contact centers and branches to back-office operations.

Scorecards help you:

- Explore the root cause of issues, across employees and KPIs.
- Aggregate KPIs and context across different systems.
- Automate workflows to assign coaching sessions.
- See when KPIs fall outside acceptable limits.
- Connect to third-party sources of KPIs with pre-built integrations.





# Verint Application Triggers

Verint Application Triggers™ captures desktop activity and uses it to trigger alerts and actions, from pausing and resuming call recording while credit card information is shared to generating perfectly timed pop-up process step reminders on agent desktops. It also tags interactions with key data for easy search and retrieval—invaluable for compliance audits, employee feedback, and addressing a range of common challenges.

- Analyze employee desktop activity.
- Ensure compliance.
- Tag interactions for advanced analytics.
- Improve employee productivity.
- Optimize processes.



## Case Study Fortune 500 Property and Casualty Insurer

[Download Here](#)

Learn how this organization uses Verint Application Triggers extensively to achieve PCI compliance and ensure adherence to state-specific requirements.

- Automatically pauses call and screen when sensitive payment card data is collected.
- Pop-up alerts prompt agents to recite specific language during customer calls.
- Tags recorded customer calls for easy search and retrieval.
- Helps ensure compliance with state insurance requirements.

## The Customer Conversation Goldmine: Speech and Text Analytics

What are your customers looking for? What issues are they having? What frustrates them the most? Imagine the benefits if you could understand and analyze each of these conversations and answer these questions.

Verint Speech Analytics™ is the #1 customer-rated and most globally used solution on the market\*. Our cutting-edge transcription engine produces best-in-class comprehension accuracy for higher and faster ROI.

But we don't stop there. As more customer conversations occur in digital channels, Verint Interaction Insights solutions allow you to analyze conversations across text-based channels as well. You can also see the desktop activities of your agents and back-office workers, helping you to get to the root cause of potential delays or sources of frustration.

\*Source: DMG Consulting LLC, 2021/2022 Interaction Analytics Product and Market Report, May 2021

**2000+**

Customer deployments worldwide

**80**

Languages and dialects supported

**#1**

Customer-rated

**64  
Seconds**

Technical services outsourcer:  
Lowered average handle time  
(AHT) by 64 seconds

**26%**

Global insurer - 26% lower FTE  
costs

**400,000**

NY Life - Reduced call volume  
by 400,000 calls per year by  
eliminating repeat calls





## Powered by Verint Da Vinci AI and Analytics

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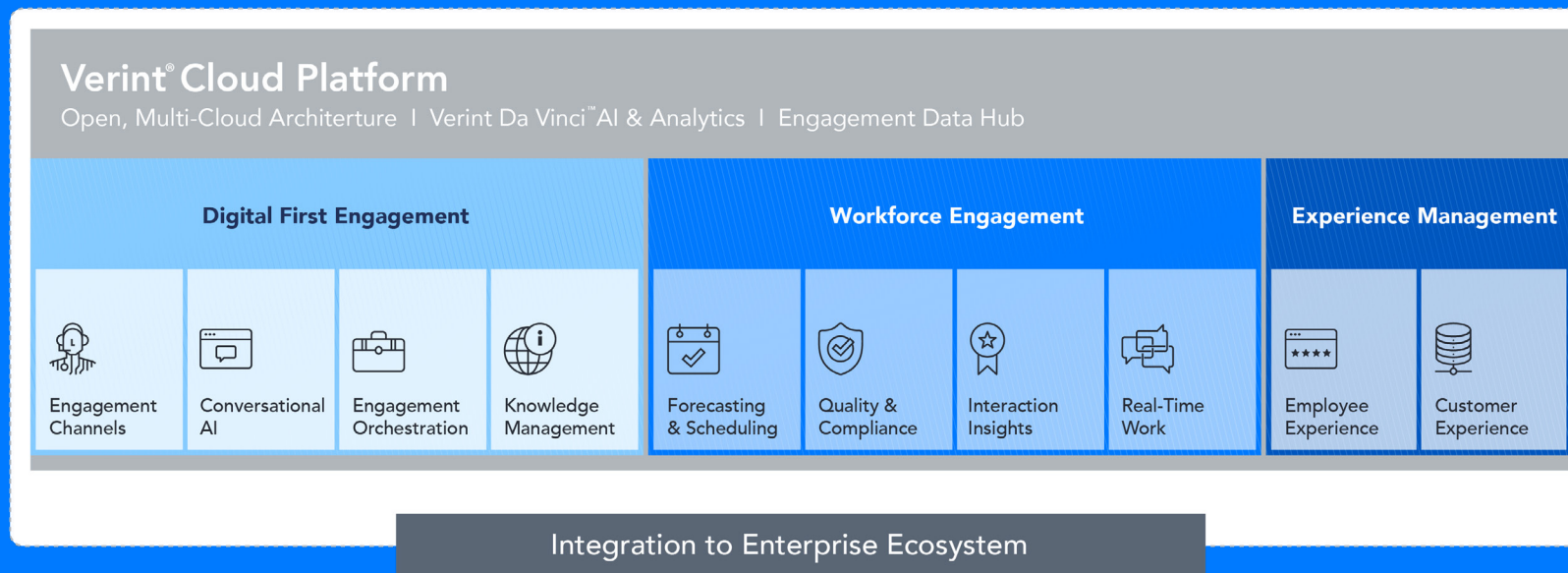
Infused with advanced machine learning models, natural language processing, intent recognition models, predictive modeling, and analytics engines embedded in the Verint Customer Engagement Cloud Platform, Verint Da Vinci™ AI and Analytics activates insights and automates experiences across your business.

Built on market-leading customer engagement data from billions of real-world interactions every year and constantly refined by Verint AI Labs, Verint Da Vinci drives a broad range of solutions within the platform.

Verint Da Vinci elevates AI and analytics into insights and actions to turn your AI ambitions into meaningful and measurable outcomes.

## Part of the Verint Customer Engagement Cloud Platform

Verint Cloud Platform elevates every experience with an open approach to customer engagement. Powered by Verint Da Vinci AI and Analytics, the platform delivers best-in-class applications and services—including Workforce Engagement, Digital-First Engagement, and Experience Management. As a result, the Verint Cloud Platform works with your existing ecosystem to close the Engagement Capacity Gap while seamlessly delivering experiences across engagement channels and uniquely supporting the modern, distributed workforce of humans and bots at scale.





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