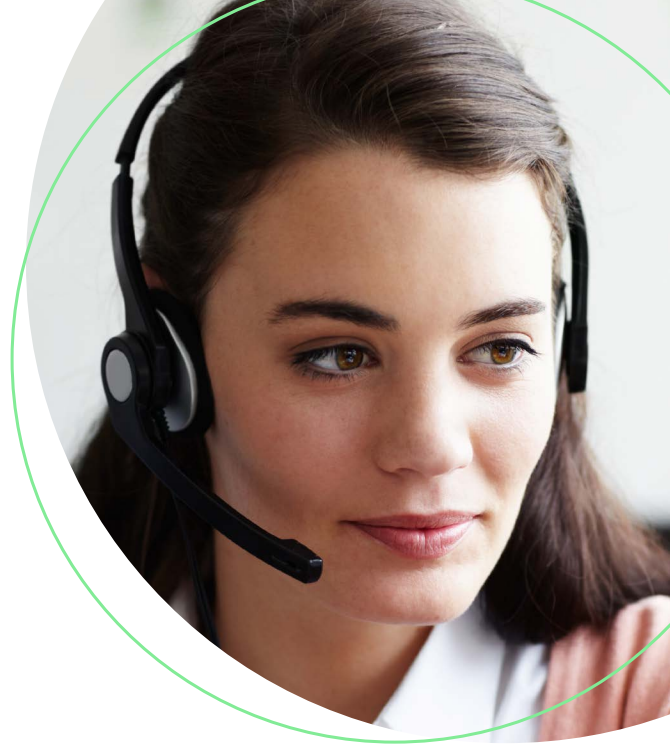


Verint Quality Management

Today, many contact centers are doing more than traditional quality monitoring — they're using "voice of the customer" intelligence captured across multiple channels to help them engage customers more effectively and drive better decisions on products, services, and processes.



Now You Can:

- Evolve your contact center from traditional quality monitoring and random call sampling toward omnichannel, focused quality programs that incorporate the voice of the customer.
- Automate quality assurance and enhance the compliance of human agents and bots while revealing the types of interactions that may be the most important.
- Evaluate all the attributes of a customer interaction, including voice and text interactions, screen data, and video, right from a single interface.
- Tie analytics, coaching, scorecards, and training together to help employees develop and extend their skills.

Verint® Quality Management™ can help your contact center make the transition to omnichannel customer engagement. With this proven solution, you can efficiently select and evaluate large numbers of interactions across communication channels based on business relevance, employee and/or bot performance, and customer input. It's a practical way to gain insight that would be difficult to achieve by randomly sampling small numbers of interactions and evaluating them against inwardly focused metrics and processes.

With Verint Quality Management, you can evaluate all of the attributes of a customer interaction, including voice conversations and associated screen data, text-based interactions (such as chat and email), and video, right from a single screen. The solution's omnichannel interaction player provides personalized access to speaker-separated audio waveforms, speech analytics categories, emotions, keywords, interaction tags, annotations, screen recording, applications used by employees, and employee profile information.

You can easily review interactions and activities conducted on or off the phone, without the need to toggle among multiple screens to complete evaluations. The solution's intuitive, customizable interface allows you to arrange your workspace to meet your individual needs and preferences.

VERINT®

Verint Quality Management

Review Interactions Efficiently

Verint Quality Management automatically delivers the desired type and number of interactions to be evaluated for each employee or bot based on business rules. Evaluators can review interactions from multiple channels in a consistent, channel-agnostic manner.

If you have multiple evaluators, the solution's shared inbox can provide the necessary workflow among them. It can also help you evaluate an optimum number of interactions across teams and manage quotas effectively. Full text search across voice and text interactions can help you locate topics of interest quickly.

Going further, you can leverage the functionality of Verint Automated Quality Management™ to evaluate up to 100 percent of voice or text interactions automatically.* This powerful solution can help you identify situations that pose compliance risks or may potentially impact customer relationships, including escalations, hold behaviors, empathy, and confusion. Search and filtering capabilities can leverage crucial CTI and data field tags — such as high-profile accounts, high-value transactions, and claim numbers—to further help you find interactions of interest. Full text searching allows you to search for interactions using keywords and key phrases, then pinpoint the critical parts of interactions to review them quickly and take action.

You can even jumpstart your automated quality program by downloading dozens of out-of-the-box automated questions from the Verint Marketplace. Topics include compliance, adherence to interaction protocols, and customer service.

The results can be impressive. A leading telecom company in Asia saved \$4 million by automating compliance evaluations across all its agents and calls — and identified more than \$8.5 million in potential savings across other areas of adherence.

Drive Better Evaluations and Performance

With Verint Quality Management, you can design flexible, intelligent evaluation forms quickly and tailor them to specific interaction types. Quality scores can feed key performance indicators (KPIs) in Verint Performance Management™, which in turn can drive performance-based coaching and eLearning to address skill and knowledge gaps detected during evaluation. Staff can access recordings, flag interactions and evaluations, perform self-evaluations, and review coaching sessions assigned to them.

Part of the Verint Customer Engagement Cloud Platform

Verint Quality Management 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.

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 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.

* Additional license and/or services fees may apply.



Learn more at
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