

Verint Quality Management



Now You Can:

- Improve the quality of all human and bot interactions across all communication channels.
- Boost efficiency with automated workflows and better insights to minimize errors.
- Provide employees with personalized coaching for improved service delivery and confidence.

In today's digital age quality assurance programs shouldn't be limited to monitoring phone calls. Companies have to make sure that all interactions—voice and digital, human and bot—are of the highest quality to enhance customer experience (CX) and meet compliance standards.

Verint® Quality Management™ can help your contact center move beyond traditional quality assurance techniques, effectively review a large number of multichannel interactions, and establish a common quality workflow for humans and bots. The solution offers a practical way to gain insights 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 components 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 widget-based workspace and omnichannel interaction player provide 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.

Forms Tailored to Your Priorities

Verint Quality Management comes with a powerful and flexible form designer capability: an intuitive self-service solution to help you measure any type of quality criteria. The form designer allows you to create forms with a wide variety of question types to comply with your organization's scoring requirements. It also enables you to save time and improve reporting with default answers and pre-defined reasons and can automatically select forms based on interaction metadata for increased efficiency.

VERINT®

Automated Workflows for Quicker Actions

The solution can help you automate the delivery of behavioral or compliance interactions ready for review and evaluation. Enhance your quality process with smart and shared inbox folders and alerts. The smart inbox surfaces a random and relevant sampling of interactions based on your pre-defined business rules. The shared inbox helps you efficiently manage quotas across teams and evaluate an optimum number of interactions. Flagged interactions can be put in a specific workflow folder where authorized parties can access and share the interactions to listen to and resolve specific issues.

Coaching System for Improved Employee Training

Verint Quality Management ties analytics, coaching, scorecards, and training together to help employees develop and extend their skills. Provide your agents with personalized mentoring and maintain an electronic log of coaching events. Use integrated KPI scorecards based on your quality and performance metrics for more efficient evaluation and performance management. Attach vital contextual information to a coaching session—such as interactions, KPI scores, e-learning, or custom documents—and use coaching templates across the organization for better consistency. By ensuring visibility, accountability, and fairness in your employee training program, you can improve staff morale and retention.

Part of Verint Open Contact Center as a Service Platform

Verint Quality Management is part of Verint Open CCaaS™ Platform that provides organizations with the foundation to choose the right path for their contact centers now and in the future. This next-generation open platform delivers customer experience (CX) automation while lowering operating costs and ultimately enables brands to achieve best-in-class contact center operations. [Learn more.](#)

Verint. The Customer Engagement Company®

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