

Verint Real-Time Agent Assist for Complaints and Escalations



When a customer service interaction involves a complaint or escalation, real-time assistance can be the difference between a satisfied customer or one who is lost to the competition. And now that many contact center agents are working from home, real-time guidance and support are more important than ever before.

Now You Can:

- Accurately identify customer complaints and escalations in phone conversations in real time.
- Provide automated guidance or support from a supervisor via a screen pop or email notification.
- React quickly to customer dissatisfaction.

Verint® Real-Time Agent Assist for Complaints and Escalations™ can help organizations address customer dissatisfaction proactively by identifying calls with escalations or complaints and responding in real time.

This innovative offering leverages your existing Verint recording solution to automatically detect terms and phrases related to complaints and escalations as soon as they are spoken. Employees and managers can then receive automated assistance and guidance with a screen pop and/or email notification that can help them impact the outcome of the call. It's an immediate — and potentially more effective — approach to addressing customer issues than traditional, after-the-fact service recovery.

Benefit from Quick and Easy Deployment

Verint Real-Time Agent Assist for Complaints and Escalations can be deployed quickly and easily, either in the cloud or on-premises. The average deployment time is only four weeks, and typically no additional hardware is required for the initial implementation. Deployment is simple because the application is packaged with predefined complaint and escalation categories that can accurately identify these call types. You can immediately measure the impact of complaints and escalations by leveraging Verint Speech Analytics™ to view these categories.

VERINT®

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Tailor Actions to Improve Outcomes

If a complaint or escalation is identified during a call, your organization can choose a number of different actions to take to help improve the outcome. Available actions include sending a screen pop to the agent in real time, emailing a supervisor about the issue, and/or tagging the call for immediate follow-up.

Once notified, the supervisor can then join and monitor the call, or barge or whisper onto the call (where supported by the switch). With these actions, the agent and the supervisor can work directly to repair the relationship with the customer while still on the call, or in a follow-up directly after the call.

Receive the Benefits and ROI

Adding Verint Real-Time Agent Assist for Complaints and Escalations to your existing Verint Speech Analytics environment can offer a range of benefits, including:

- Improved customer experience
- Decreased churn
- Reduced costly escalations
- Deeper insights into the drivers of complaints and escalations
- More timely coaching opportunities

Many organizations are facing reduced budgets and are seeking shorter projects with a rapid ROI. With Verint Real-Time Agent Assist for Complaints and Escalations, not only is the deployment fast and easy, there is no need for an immediate license expense.

Verint is offering one year of licenses for 10 percent of agents (up to 50 agents) at no cost. Your organization would be responsible only for a small setup fee. This can enable you to realize a significant ROI and lower total cost of ownership by the time any additional budget is needed.

To learn more about this offering, contact a Verint representative or visit www.verint.com/engagement.

Part of the Verint Customer Engagement Portfolio

Verint Real-Time Agent Assistance for Complaints and Escalations is part of a patent-protected portfolio of solutions 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 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.



Learn more at
www.verint.com/engagement

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