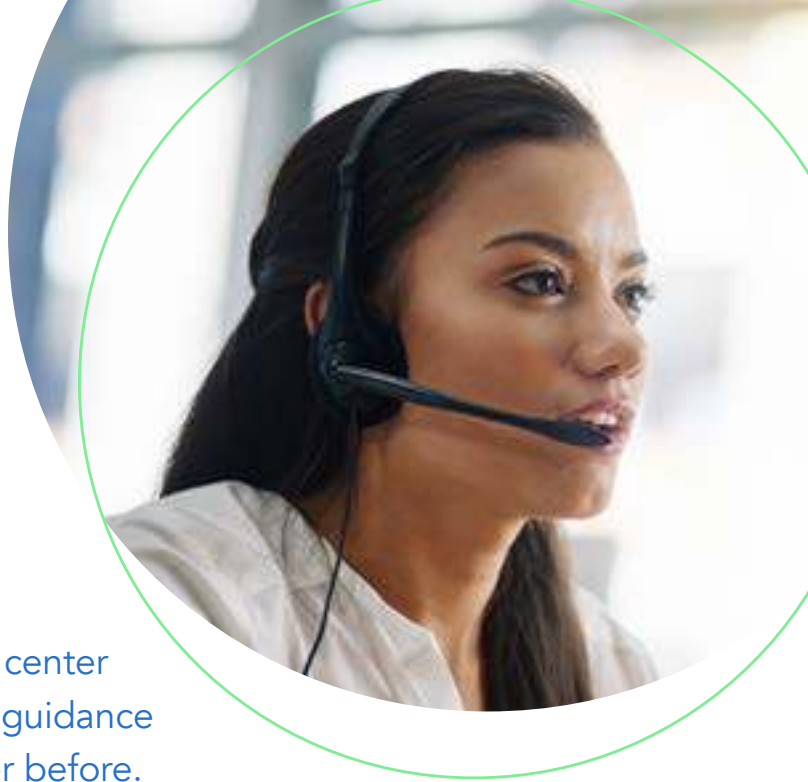


Verint Real-Time Agent Assist

When customer service interactions involve negative sentiments, escalations, long silences, or multiple interruptions, 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:

- Provide AI-driven, real-time guidance based on acoustic (nonverbal), linguistic (verbal), and desktop activity to employees working from anywhere.
- Identify negative sentiment in real time and provide next best action to drive a positive interaction outcome.
- Respond effectively to acoustic indicators during live customer interactions while reducing handle times and improving customer satisfaction to achieve immediate ROI.

Verint® Real-Time Agent Assist™ is an innovative solution that analyzes calls and desktop activities in real time and can automatically identify opportunities to guide interactions toward better outcomes for your customers and organization. When certain criteria are met, employees receive automated assistance and guidance in a centralized notification center called Work Assist.

Notify Agents of Opportunities Immediately

Unlike many solutions in the market, Verint leverages and infuses triggers from three unique sources to guide employees in real time:

- **Linguistic** — Recognizing specific words, or a positive or negative sentiment.
- **Acoustic** — Recognizing sound triggers, such as long silences and interruptions.
- **Application** — Adding critical context and recognizing actions from the employee's desktop, such as adherence to processes.

When these triggers are found, employees are notified of recommended actions to take in a unified Work Assist application, so they can immediately guide the call to a better outcome.

Employees can also provide feedback to notifications that appear in Work Assist, which are then used to further improve accuracy of future notifications via AI algorithms.

VERINT®

Verint Real-Time Agent Assist

Leverage Open, Flexible Deployment

Verint Real-Time Agent Assist can be deployed quickly and easily, with flexible deployment options. Licensing is also very flexible, as organizations can decide which trigger types to use. Unlike some solutions, Verint Real-Time Agent Assist has an open architecture. If desired, organizations can route triggers via APIs to CRM and other third-party applications.

Receive the Benefits and ROI

Verint Real-Time Agent Assist can help you increase productivity, employee engagement, customer satisfaction, and generate immediate ROI. The solution offers a range of benefits, including:

- **Improved customer experience** — Agents are notified when their actions may be negatively affecting the customer experience, such as interruptions or negative sentiment.
- **Reduced cost and handle time** — Agents are notified when a long pause or silence is above a certain threshold, which can reduce handle time and cost significantly and improve SLAs.
- **Decreased churn** — Employee experience and retention can be improved by providing guidance in the moment to staff handling difficult calls, such as complaints and escalations.
- **Timely intervention and coaching opportunities** — Supervisors are made aware of critical alerts that require intervention and coaching opportunities in the moment.

- **Improved assistance for work-from-anywhere employees** — Employees can receive assistance in the moment, even though they are not in physical proximity to their supervisors and coworkers.
- **Smoother onboarding process** — By guiding employees toward positive interactions, the solution can help new hires get up to speed quickly and feel more confident in their interactions with customers.

Many organizations are facing reduced budgets and seeking shorter projects with a rapid ROI. With Verint Real-Time Agent Assist, deployment can be fast and easy, helping organizations build enduring customer relationships and realize ROI more quickly.

Part of the Verint Customer Engagement Portfolio

Verint Real-Time Agent Assist 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.



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