Tackling the Top Three Challenges of Back-Office Operations

Back-office operations are constantly being asked to do more with less and walk a fine line to balance operational efficiency and customer service.

In fact, many organizations struggle with these back-office challenges:

- Increasing operational visibility and control

- Improving employee productivity and resource capacity

- Speeding turnaround times to meet service level agreements (SLAs).

Let's take a closer look at solutions that can help your organization address these challenges.

1. Increase Operational Visibility and Control

It can be challenging to form a clear picture of all your operations. Traditional, walk-around management to visually collect data isn't feasible with remote workers and different departments, locations, systems, and processes across your organization. You need a modern way of working so your managers can effectively manage the work and coach employees to maximize capacity while helping them reach their full productivity potential.

Verint® Operations Visualizer™ helps organizations gain operational visibility and control. One component of this innovative solution is Application Analysis, which sits on the employee desktop and captures the applications employees use, when, and for how long.

"We didn't have the measurable data we needed. As a result, it was difficult for us to understand exactly how front-line employees and managers were spending their time."

- Director of Workforce Management and Capacity Planning, Digital Financial Services Company

By categorizing applications as customer support / production-related or non-production related, the financial services company was able to quickly identify opportunities to redirect employees so they're focused on the right activities, improving employee productivity by 13 percent.

Read the digital financial services firm's success story.

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2. Improve Employee Productivity

Employee productivity is a sensitive subject. Leaders often lack real-time performance data and instead rely on subjective, anecdotal discussions supported by a few metrics. To tap into your organization's hidden capacity potential, managers and employees need consistent tools, processes, and real-time visibility into performance trends and reports.

Verint Operations Visualizer includes role-specific scorecards to translate Application Analysis data into actionable performance metrics. The scorecards enable employees to see how they are doing against key metrics so they can adjust their behaviors to attain their goals and drive better productivity.

"Verint Workforce Engagement has helped us create a holistic management and reporting structure across our entire customer service operations—both contact centers and back office. It's helping us drive operational efficiencies and improve the customer experience."

- Director of Operational Performance Management, Large, Non-profit Health Insurer

Read the healthcare insurer's success story.

3. Speed Turnaround Times

Many back-office organizations lack a single, real-time view into all of their work, even with a CRM or BPM system. Managers use spreadsheets and email to try and bridge the gap between the work in the core systems, and all the work done manually or outside these systems. As a result, team members either do only what is in front of them or are waiting for work to be given them. This approach obscures opportunities to maximize capacity and speed turnaround times.

Verint Work Manager™ enables organizations to manage workloads in real time across teams, functions, and systems. It automatically collects work-item data from disparate systems to provide holistic visibility. The solution includes dashboards that provide real-time, actionable information to:

- Show all work volumes: new, backlog, completed, and current work status.
- Provide analytics to simplify management processes.
- Track progress towards meeting SLA targets, ensuring exceptions don't get lost.
- Help identify bottlenecks and opportunities to streamline processes.

"We gained complete insight into process inefficiencies, true volumes, skills, capacity, and demand by the second. We use this unrivalled insight to improve performance and more effectively plan and balance workloads. For the first time, the leadership team felt empowered."

– Rebecca Henry, Operations Director, RSA

The insight Verint Work Manager provides can help managers balance workloads across functions, to better ensure employees are doing the right work, at the right time, in the most efficient way.

Read the RSA success story.

Verint is a provider of cloud solutions for back-office operations. Our solutions incorporate automation and analytics,and include Operations Visualizer QuickStart. Learn how this innovative solution can help you gain visibility, increase productivity, and capture hidden capacity in a few short weeks, for a fast ROI.

The Customer Engagement Company™

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