

Verint Monet Quality Management



Today's smaller contact centers need the right tools for delivering superior customer experiences and improving operational performance. Quality management (QM) solutions are critical for helping your smaller center deliver outstanding service, even with limited budgets and staffing.

Verint® Monet Quality Management™ is a cloud-based solution that can help elevate the customer experience by:

- Providing actionable data to enhance customer interactions.
- Revealing opportunities for discovering and correcting service and performance gaps.
- Helping you meet security and compliance requirements.

Start Your Customer Engagement Strategy Today

Verint Monet Quality Management is a fully integrated cloud solution that can help you improve the quality of interactions between your customers and employees. Managers or coaches can listen to the calls that matter to accurately identify and address gaps in knowledge, proficiency, adherence to process, customer empathy, and more.

This practical solution can help you increase productivity and employee engagement in your contact center or help desk by comparing interaction data with customer satisfaction to build accountability within your organization. It can help you reduce the time, inherent human error, and arduous work processes associated with using spreadsheets to manage quality.

Now you can:

- Focus your quality management efforts on identifying the calls that matter and gaps in knowledge, proficiency, and adherence to process, customer empathy, and more.
- Manage quality and agent performance efficiently.
- Build accountability for customer satisfaction with interaction data.
- Enhance compliance by identifying agents who struggle to provide required disclosures or read mandatory scripts.

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Verint Monet Quality Management

Verint Monet Quality Management Package

Package Features	Quality Management
Unified Platform	●
Voice and Screen Recording	●
Live Monitoring	●
Flexible Archiving	●
Flexible Evaluations	●
Reporting	●
Encryption	●
Pause and Resume	●

Package Feature Descriptions

Unified Platform

Integrates with the Verint Monet Workforce Engagement platform. Manage your agents through a single employee profile list.

Voice and Screen Recording

Captures and plays back voice and screens, offering insight to facilitate more accurate quality evaluations.

Live Monitoring

Monitors the status of your workforce for insights on agent performance and the customer in real time, with the ability to monitor audio interactions.

Flexible Archiving

Retains audio/screen recordings in local storage within your environment or provides secure storage in the cloud.

Flexible Evaluations

Provides the ability to create evaluation criteria that best fit your business needs and develop evaluations with multiple question types, complex branching, and section weighting. Helps you move beyond spreadsheets and random samplings to quickly identify, focus, and evaluate the interactions that mean the most for your business.

Reporting

Provides access to key reports to help supervisors make faster and better decisions.

Encryption

Protects data as it's recorded, moved to archive, or retrieved during replay with AES-256 true end-to-end encryption.

Pause and Resume

Provides an API for enabling recording to be paused and resumed.

The Customer Engagement Company™

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