

Verint Workforce Management Branch Data Analytics

Given the acceleration of branch transformation initiatives, banking leaders need robust data reporting tools now more than ever. The ability to quickly query and analyze branch staffing and scheduling data can reveal critical insights for faster decision making and better business outcomes.



Now You Can:

- Query, visualize, and analyze your data to support strategic initiatives and make better decisions faster.
- Discover insights hidden in your branch staffing and scheduling data.
- Create and automatically share custom dashboards and reports with leaders so they can understand patterns, trends, and results.

Verint® Workforce Management Branch Data Analytics™ is an innovative cloud solution that enables customers to harness their Verint Workforce Management Branch Forecaster™ and Verint Workforce Management Branch Scheduler™ data lake in Amazon Web Services for greater insights. As one of the Verint Workforce Management (WFM) for Branch solutions, it provides a built-in business intelligence tool that allows users to query branch staffing and scheduling data to create custom dashboards, reports, and visualizations. These reports and dashboards can help identify patterns, trends, or outliers. Using the solution, workforce planners and business analysts can query the data to answer questions about strategic initiatives, such as:

- How has new branch technology impacted transaction volumes over time?
- Are branch managers scheduling enough time for specific employees to perform business development activities to align with role expectations and drive sales?
- How did the recent branch closures impact volumes and transaction mix at neighboring branches?

Verint WFM Branch Data Analytics allows for continual tracking of KPIs by automatically updating the custom charts, tables, reports, and dashboards created by your WFM team. This feature allows you to deliver the most current information to leaders and internal business partners for confident decision making.

VERINT®

Verint Workforce Management Branch Data Analytics

Leverage Branch Staffing and Scheduling Data for Better Decision Making

Verint WFM Branch Data Analytics has robust reporting that helps address the more complex questions asked of branch workforce management teams. The depth and breadth of data captured can be used to gain insights that are unique to the specific branches and even specific employees within your financial institution. Key capabilities of WFM Branch Data Analytics include:

- **Data Querying to Support Strategic Initiatives and Fast Decision Making** — Workforce planning teams can quickly query WFM Branch Forecaster or Scheduler data to respond to requests from branch executives and internal business partners. For example, analysts can help executives understand which branches have the right transaction mix to move to a new, universal branch format. Additionally, easy querying and filtering capabilities enable targeted results to be shared with stakeholders in a number of formats.
- **KPI Monitoring to Identify Needed Workforce Changes** — Custom charts and dashboards can easily be crafted to monitor the metrics that are most important to your organization, allowing users to identify and be more proactive in making any needed workforce changes. Flexible filtering allows you to view the data by location, by geography, by activity type, by time of day, and more. Reports can also be set up to monitor trends and identify anomalies.

- **Automated Reporting to Keep Leaders Informed** — Reports can be scheduled to be sent automatically to leaders via email on a given day and time, or an alert can be sent based on pre-set thresholds.

As a cloud solution, Verint WFM Branch Data Analytics eliminates the need for your technology partners to procure, deploy, and manage a business intelligence solution for branch staffing data. The solution integrates directly with WFM Branch Forecaster and Scheduler hosted in Amazon Web Services.

Part of the Verint Customer Engagement Portfolio

Verint WFM Branch Data Analytics 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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