Verint Workforce Management Branch Scheduler

Rapid changes in customer behavior and the emergence of varying branch operating models have made it more challenging to optimally schedule branch staff. To be successful in today's environment, branch staff must be scheduled to complete critical sales and operational activities, cover absences, and meet demand within or across locations.

Now You Can:

- Optimize branch schedules to help ensure the right bankers are serving customers at the right place and time.

- Control costs while providing a desired and consistent customer experience.

- Increase sales by scheduling key revenue-generating activities.

- Enhance branch staff engagement with desktop and mobile access to schedules.

Verint® Workforce Management Branch Scheduler™ is an innovative cloud solution that automates the creation of optimized schedules for bank and credit union branches. The solution accounts for the unique needs of branches, including:

- Physical layout and queue configuration (sales, universal, teller, drive up, etc.)
- Forecasts for both customer-facing demand and non-customer-facing work
- Labor rules for breaks, lunches, minimum, maximum, and standard hours
- Employee skills, availability, and paid time off
- Dual control (more than one person) for branch open and close

As one of the Verint Workforce Management (WFM) for Branch solutions, Verint WFM Branch Scheduler is purpose-built. It accommodates different scheduling practices, including scheduling centrally by a workforce planner, at the level above the branch, or by local branch managers. Verint WFM Branch Scheduler contains an employee self-service hub, which gives employees access via a mobile app or computer to schedules, time-off requests, shift swaps, and more. This hub also allows leaders and managers to send secure communications to all or targeted groups of employees (e.g., employees in select branches, all salespeople, etc.) to keep them informed of key updates.

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Greater Flexibility for the Evolving Branch Landscape

Verint WFM Branch Scheduler provides the ability to adapt staff schedules to help ensure the right level of coverage for any type of branch. The solution offers a range of benefits, including:

- **Greater Productivity** — Provide managers an easy-to-use, modern interface with automated scheduling and workflows for quickly finding employees to cover absences and managing employee requests for time off, shift swaps, or availability updates.

- **Higher Utilization** — Share resources to optimize utilization when employees are assigned to work at multiple branches, in a resource pool, or even across areas when they are supporting work for digital channels, the contact center, or back office.

- **Compliance with Labor Laws and Policies** — Avoid fair labor law and work violations with automated alerts that notify scheduling managers to correct schedules before publishing to help ensure compliance.

- **Sustainability** — Onboard new scheduling managers easily using an interactive, modular scheduling tutorial that is always available.

- **Employee Engagement** — Provide a seamless, uniform experience to employees whether they are using a computer or mobile device.

- **Integration to Outlook, Appointment Booking, and Other Systems** — Leverage APIs to provide employee schedule availability to your customer appointment booking solution and schedule visibility in Outlook to maximize sales appointments and avoid schedule conflicts.

By creating optimized schedules that align branch staff to customer demand, Verint WFM Branch Scheduler can help you increase operational efficiency, reduce cost, grow revenue, and improve your customer experience.

Enterprise Class Software: Security, Reliability, Performance, and Scalability

Verint WFM Branch Scheduler is hosted in the Verint Cloud utilizing Verint's integrated SaaS platform and infrastructure services. The solution integrates seamlessly with Verint WFM Branch Forecaster to optimize branch staff capacity. Both solutions are available as Software-as-a-Service (SaaS) providing your financial institution with rapid delivery, significantly reducing demand on your own IT resources.

Part of the Verint Customer Engagement Portfolio

Verint WFM Branch Scheduler 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.

Learn more at
www.verint.com

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