

Verint Workforce Management



Whether your contact center is big or small, effectively managing your workforce can be challenging. Rising customer and employee expectations have made the task of forecasting and scheduling staff exponentially harder. With modern tools for scheduling managers and contact center agents, you can balance employee flexibility with customer experience demands.

Verint® Workforce Management™ helps simplify the complex task of forecasting and scheduling, even with large numbers of employees, complex scheduling periods, and many queues to staffing profiles. Its intuitive user interface can simplify common tasks, reducing the effort required to create and manage schedules.

The solution can help you lower costs by staffing appropriately to meet your workload, drive business growth and operational excellence, and improve employee engagement and retention. As a cloud solution, it can even free you from the burden of complex infrastructure and administration.

Optimize Scheduling with Automation

Verint Workforce Management can measure and leverage the talents and preferences of individuals, and align their skills and proficiencies to produce optimum schedules. Employees can make schedule changes on the fly, while automation adjusts your staffing so these changes won't cause you to miss your business targets. What's more, the solution can automate routine administrative tasks, freeing supervisors to coach their staff.

Now you can:

- Build accurate plans and forecast models that enable enterprise scheduling flexibility, even in complex environments.
- Create employee schedules to help meet service levels consistently and cost effectively, while accommodating employee needs for flexibility and telework.
- Scale to support inbound, outbound, blended media, in-house, outsourced, and virtual contact center operations.
- Provide a single, unified solution that can be deployed in the cloud or on premises to help balance customer and employee satisfaction with cost constraints in your contact center.

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Schedule and Manage Your Modern Workforce

Today's workforce demands scheduling flexibility, work-from-home options, and easy management of their own schedules. Verint Workforce Management can help you provide employees with flexibility and work-life balance while still meeting service levels.

You can:

- Allow employees to easily swap shifts, submit flex time requests, split shifts, and more.
- Accommodate dedicated, blended, or task-switching environments.
- Comply with government, union, and "time-banking" regulations.
- Create forecasts and schedules that meet customer, regional, and departmental needs.
- Schedule based on skill priorities that align with your contact routing strategy.
- Develop optimized, long term plans for capacity, staffing, hiring, and vacation.

Benefit from Automation and Self-Service

Verint Workforce Management can provide a real-time, graphical view of forecasted, actual, and predicted contact volume, handle time, service-level statistics, and more. You can configure email alerts and screen pop-ups to notify users of deviations from plan and use trends to reforecast, reschedule, and adjust your staffing.

With its intraday management functionality, you can:

- Track and compare actual, forecasted, and required statistics.
- View deviations in key contact center metrics.
- Assess trends and historical data.
- Identify, understand, and proactively resolve variations to plan.
- Schedule overtime, or provide employees with voluntary time off in overstaffing and understaffing situations.

Using the solution, staff can easily manage their own schedules to create a better work-life balance. They can:

- Use a mobile app to manage their schedules. Employees can access schedules from anywhere, create and monitor requests, receive notifications about status, and view KPI scores.
- Easily pick up extra shifts within the mobile app when the contact center is understaffed.
- Request preferences for start times by day, and preferences for days off in the week.
- View projections for periods of under- / over-staffing, enabling them to request blocks of voluntary time off, or overtime that aligns with their individual skills and proficiencies.
- View published schedules, calculate time-off accruals, and check the status of shift swaps, shift bids, time off, and vacation requests.
- Post, negotiate, request, and withdraw shift swaps via the mobile app. Information is forwarded to managers for quick and easy processing.
- Create, withdraw, and be wait-listed on time-off requests down to the nearest minute, hour, or day.
- Access scheduling information and perform a variety of schedule change request activities at any time, right from their mobile devices.

Verint's award-winning workforce management solutions can be deployed in the contact center, back office, and branch operations. Organizations around the world rely on Verint Enterprise Workforce Management™ to help them gain visibility into — and more effectively manage — the work employees perform, the activities of people who perform it, and the processes used to accomplish it.

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.

The Customer Engagement Company™

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