

Verint Workforce Management for Public Safety



Heightened expectations for citizen service are challenging public safety agencies to efficiently manage their staff, workload, and adherence to protocols across decentralized operations. When you factor in public safety standards, regulations, expanded communication channels, employee satisfaction, and complex work rules and types, smooth command center operations can become difficult to manage.

Verint® Workforce Management™ features a broad array of capabilities to meet the needs of modern emergency response and command center operations. Deployed in the cloud or on premises, it can help public safety agencies manage staffing and processes effectively by offering visibility into the work employees perform, the activities of their operators, and the steps taken when responding to a call.

Schedule and Manage Your Staff Efficiently

Verint Workforce Management offers a single view into all employees, including their skills, proficiencies, rank, and availability to handle workload. By leveraging this information, you can quickly align your workforce with your workload and achieve faster response times. You can also benefit from:

- A holistic oversight of work, people, and protocols across caller touch points.
- More accurate insight into processes across the command center.
- Better compliance with government, union, and industry regulations.
- Reduction in costs associated with improved employee scheduling.

The solution can measure and leverage the skills and preferences of individuals, align them with your needs, and produce optimized schedules. As a result, you can reduce the risk of overstaffing, minimize overtime, identify time-off opportunities, and provide employees with the schedules they actually prefer. What's more, the solution can automate routine administrative tasks, freeing supervisors to coach their call-takers.

Now you can:

- Gain visibility into command center staffing, processes, and workflow across your mission-critical operations.
- Efficiently manage availability of employees by incorporating their skills, proficiencies, preferences, and work rules into scheduling decisions.
- Increase employee satisfaction by automating staff access to work schedules and providing automated schedule control with mobile capabilities.
- Benefit from a single, unified solution that can be deployed in the cloud or on premises to help balance meeting expectations with cost constraints.

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Benefit from Automation

Verint Workforce Management can provide a real-time, graphical view of actual and predicted contact volume, handle time, and more. You can configure email alerts and screen pop-ups to notify users of deviations from protocols and use trends to reforecast, reschedule, and adjust your staffing. With the solution's intraday management functionality, you can:

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

Increase Employee Satisfaction

Employees can easily manage their own schedules without impacting service levels. They can:

- 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 an online swap board that includes an automatic conflict checker. Information is then sent 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.

Enhance Your Mission-Critical Operations

Verint Workforce Management is an integral part of Verint's portfolio of solutions for capturing, evaluating, managing, and analyzing citizen interactions. When deployed with Verint Performance Management™ and Verint Desktop and Process Analytics™, the solution offers deeper insight into employee performance and capacity, helping you make better, more informed decisions on coaching and staffing.

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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