Verint Workforce Management Professional

Customer service operations for contact and work volumes can be moving targets. When you factor in multiple sites, expanded media options, staff proficiencies and preferences, complex work rules and types, and customer expectations, the task of forecasting and scheduling can become difficult to manage without sophisticated analysis.

Verint® Workforce Management™ Professional can help simplify the complex task of forecasting and scheduling. This easy-to-use, web-enabled software removes the expense and administrative burden of thick-client solutions while helping you reduce costs by staffing appropriately to meet your workload, drive business growth and operational excellence, and improve employee effectiveness and retention.

Utilize Your Staff Effectively with Optimized Schedules

Since staffing can account for up to 70 percent of your contact center, branch, and back-office operating costs, it's important to schedule and manage employees effectively. Produce optimal schedules by balancing defined shift rules, work patterns, breaks, off-phone times, and service-level goals with individual skills, proficiencies, and preferences, which can enable you to:

- Accomodate dedicated, blended, or task-switching environments.

- Schedule meetings and training without impacting service levels.

- Comply with government, union, and "time-banking" regulations.

- Create centralized forecasts and schedules with a single point of control over the entire network, or decentralized schedules that allow for decision-making at individual sites.

- Develop optimized, long-term plans for capacity, staffing, hiring, and vacation.

As a result, you can reduce the risk of overstaffing, minimize overtime, provide employees with the schedules they actually prefer, identify time off opportunities, and reduce shrinkage. What's more, the solution can automate routine administrative tasks, freeing supervisors to coach their staff.

Now you can:

- Forecast daily and long-term workloads, monitor adherence to schedule, and enable intraday trends to be tracked against forecasts for quick action.

- Create employee schedules to help meet service levels consistently and cost effectively, while accommodating employee proficiencies, quality scores, skills, preferences, and performance.

- Utilize a single, unified solution to help balance customer and employee satisfaction and engagement with cost constraints across customer-serving departments.

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Verint Workforce Management Professional

Verint Workforce Management Professional Package

Package Features	Workforce Management
Forecasting & Scheduling	●
Real-Time Adherence	●
Intraday Management	●
Reporting	●
Exception Planning	●
Time-Off Manager	●
Scorecards (Performance Management)	●
Coaching (Performance Management)	●
Blended Media	●
Shift Bidding	●
Outbound Dialer Integration	●
Strategic Planner	●
Long-Term Forecasting	●
Mobile Application	●

Package Feature Descriptions

Forecasting & Scheduling

Runs simulations to calculate a precise forecast for future call volume, agent requirements and average handle time for any time interval of the day, based on historical data from the ACD. The scheduling engine incorporates all call types and other activities to generate staffing schedules that optimize agent availability, work rules, skills, holidays, breaks, service levels and budgets.

Real-Time Adherence

Compares planned agent activity to actual activities throughout the day, as well as real-time views of forecast and actual call volumes, handle times and other key performance indicators.

Intraday Management

A graphical display of agents schedules can be manipulated by dragging and dropping breaks, lunches and other exceptions. Real-time updates can be made to required and assigned agents instantly and display surpluses and shortages for each time period of the day.

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Package Feature Descriptions

Reporting

Supervisors have access to key reports to make faster and better decisions. Supervisors can review agent schedules, approve or decline agent exceptions, schedule bids and view critical reports.

Exception Planning

The integrated exception calendar simplifies the scheduling of agent exceptions such as time off and one-time or recurring training meetings.

Time-Off Manager

Turns a complex and time-consuming process of managing employee time off requests into a clear and easy-to-administer online system. Employees can view their vacation availability, submit and track requests for time off, and receive status updates on their requests.

Scorecards (Performance Management)

Easily report and analyze all agent activities including schedule adherence and key performance indicators through scorecards. Employees have daily and intraday visibility into objective, data-driven assessments of their performance and empowering them to self-correct behaviors. Managers can review service level results, costs, and revenue.

Coaching (Performance Management)

Provides out-of-the-box workflow for assigning, delivering, and tracking coaching that's driven by individual quality evaluation and key performance indicator (KPI) scores. Helps you mentor employees on how to develop and enhance their skills.

Blended Media

Provides the ability to schedule customer service employees across multiple media channels, including email, chat, and phone, to deliver a more cohesive customer experience.

Shift Bidding

Allows agents to bid on desired shifts in an online "auction" format to show shift preferences and uses an innovative bonus point system in addition to agent seniority and rank.

Outbound Dialer Integration

Integrates and tracks outbound dialer campaigns through your application.

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Package Feature Descriptions

Strategic Planner

Helps you develop optimized, long-term plans for capacity, staffing, hiring, and vacation.

Long-Term Forecasting

Creates long-range forecast calculations using historical volume and arrival patterns, which generate accurate staffing requirements. Planners can customize flexible ranges of months as unique long-term forecasts, each with their own overhead cost values, allowing flexible "what if" scenarios for long-term capacity planning and cost projections.

Mobile Application

Enables users to access workforce engagement and workforce management applications on their phones with a one-time cost to set up the mobile app feature.

Supported Languages

Supported languages for the solutions mentioned in this datasheet are English, French, German, Spanish, Portuguese, Russian, Japanese, Dutch, Simplified Chinese and Hebrew.

Verint Workforce Management Professional Add-Ons

Verint offers a variety of options for its Verint Professional packages. Available for an additional fee, these can be added on an a-la-carte basis to help you achieve even greater value from your investment.

- **Advanced Desktop Analytics**

  Used to help ensure PCI Compliance by pausing and resuming audio and screen recordings when confidential information is being provided.

- **Speech Analytics**

  Provides sophisticated conversational analytics to automatically identify, group, and organize the words and phrases spoken during calls into themes, helping to reveal rising trends and areas of opportunity or concern.

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Benefit from World-Class Consultants

Verint is experienced in performing installations worldwide with tenured, global implementation engineers, project managers and technical specialists trained in the complexities of integrating telephony, customized hardware, and software. We take a phased approach that goes beyond implementation and training and includes packaged services to help foster success. We also offer optional services on a a-la-carte basis for an additional fee.

Design Workshops	The project is initiated by examining business and technical requirements, assembling a project team, and defining criteria for project success in a project plan that we create in collaboration with you.
Readiness Workshops	Server validation, project summary, and readiness assessment are completed during this phase. The project manager and application consultants finalize the project plan and ensure resources are assigned for implementation.
Installation & Configuration	The software is installed, license activated, and system configured and integrated during this phase. Experienced implementation engineers and technical specialists complete testing and knowledge transfer to make sure solution is working as designed.
Application Consulting & Training	Verint delivers training and consulting services tailored to your need that will help prepare you to use your new solution efficiently. These services are available through Virtual Public, Virtual Private or Onsite training. Prices for each training method varies, please reach out to your Account Manager to learn more. - Enterprise System Administration - Enterprise User Management - Troubleshooting Technique - WFM Core Forecasting and Scheduling - WFM Application Administration - WFM Monitoring and Management
Support Turnover	Our project manager conducts a closure meeting and provides project documentation after system deployment, along with help desk directions, escalation details, and support contract information and how to access Verint Connect, your one-stop for customer and partner resources.

The Customer Engagement Company™

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