Verint Case Management Professional

Customer expectations for speed, quality, and efficiency of service are constantly rising. Organizational expectations for cost effectiveness, reliability, and standards of service are doing the same. To respond to these pressures, organizations need the capability to automate even the most complex business processes, integrating procedures across the enterprise while meeting challenging key performance indicators.

Now You Can:

- Easily configure, integrate and automate your business processes across channels and systems.

- Manage case lifecycles, service levels and content from end to end, for almost any case type.

- Improve customer satisfaction, reduce errors, and lower operating costs.

- Embed intelligent case handling into your existing call center or CRM system.

Verint® Case Management Professional™ can address these requirements for all types of organization. This practical solution helps simplify and automate business processes requiring a combination of human and electronic workflow. It offers powerful, adaptable, and easy-to-use capabilities for managing a wide variety of case types, including complaints, IT help desk requests, dispute resolution, and requests under freedom of information and data privacy regulations.

Adapt Quickly to Change

Business can be unpredictable. If case processing is inefficient, sudden spikes in demand can increase workload, escalations, and operating costs, while customer and employee satisfaction plummet.

With Verint Case Management Professional, you can replace inefficient, error-prone manual processes, along with accompanying emails, spreadsheets, and paper folders. Each workflow determines who is responsible for a case at any given point. Workflows can follow a general pattern, or you can allow individual cases to take their own unique paths.

There are default case types for simple processes — such as complaints, service applications, and information requests — that include specific, relevant attributes, including due dates. More complex processes can be modeled using rules to set up multi-step, multi-actor processes with a range of other factors, such as priority, workflow automation, and integrations to external systems.

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Verint Case Management Professional

Provide Cross-Channel Consistency

Verint Case Management Professional orchestrates the end-to-end customer service journey to help provide a consistent experience across all channels. Whether customers have contacted you by voice, email, social channels, chat, or self-service — or a combination — the case can be processed using the same procedures and can jump from self-service to assisted service as necessary. Open APIs make it easy to seamlessly integrate workflows with front- and back-office enterprise applications, business data, and content repositories, making it possible to automate fulfillment from end-to-end.

Manage Case Allocation and Progress Effectively

Verint Case Management Professional adapts to many ways of working. Users can choose the cases they work on, or have the system choose for them, based on the case types assigned to them. Once assigned, cases are locked to prevent other users from working on them. This allows customer conversations to flow naturally while employees collect relevant information, such as documents, tasks, videos, and forms, all of which are linked to the case and made available to employees along with other information, including description, type, due date, and data collected.

Integration APIs also allow users to access external systems, so they can complete tasks without having to leave the case management application. They can also correspond with relevant people — including customers — from within the application, with all correspondence (such as email) automatically associated with the case. Cases can then be progressed to the next step, or closed, manually or automatically. A range of reporting and analytics capabilities provide visibility of performance against targets and workforce efficiency.

Benefits and Options to Meet Your Needs

Available on-premises or as a cloud solution, Verint Case Management Professional offers a wide range of configurable and sophisticated capabilities in a solution that can be implemented and maintained economically and rapidly. It can add significant value as a case management companion to other Verint solutions, such as Verint Speech Analytics™ and Verint Automated Quality Management™, or alongside existing CRM or CCaaS solutions.

Part of the Verint Customer Engagement Cloud Platform

Verint Case Management Professional 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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