

# Verint Functional Value Brief

## Verint Automated Quality Management (AQM) Feature & Function Summary

Rich Bartoli-BEI (Verint Partner)

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**VERINT**<sup>®</sup>



# Executive Summary

Value Realization of Verint Platform for Business Challenges



# Business Improvement Focal Points

Verint Automated Quality Management (AQM) can Automate the Entire Enterprise Quality Process from Scoring Evaluations Through Coaching Follow-ups



## Workforce of Humans & Bots

Humans and bots working with customers across channels and modalities require constant monitoring; impossible to manage manually

## Elevated Expectations

Increasingly complex customer journeys require a new perspective on how to manage performance

## Enterprise Compliance

The ever-changing regulatory environments make it increasingly harder to check compliance of humans and bots across voice and digital channels

## Objectivity and Consistency

A new level of insight into your organization's standards of service and compliance is needed to avoid variability

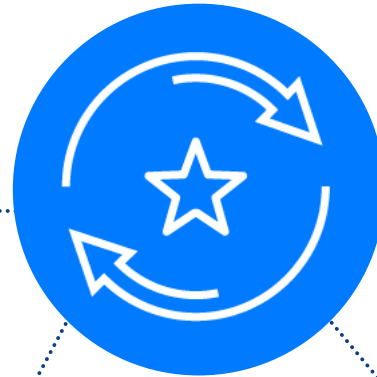
# Summary of Value with Verint

How Verint Automated Quality Management (AQM) Can Help Your Business



## Cost Effectiveness

Balance customer satisfaction with operational efficiency by shifting contact center resources where they can deliver the greatest impact, without incurring unnecessary expense



## Compliance

Ensure that agents provide required disclosures and follow mandatory scripts, helping reduce the risk of non-compliance and potential associated penalties



## Customer Satisfaction

Improve the quality of interactions between customers and agents by redirecting your resources to address individual employee gaps in knowledge, proficiency, and adherence to processes



## Employee Satisfaction

Build agent satisfaction by assessing performance consistently, transparently, and objectively across every interaction, and share results with employees, managers, and executives

# Delivering Business Value

## Automation for Voice

Autoscores up to 100 percent of recorded voice interactions, offering greater insight, objectivity, and consistency than sampling techniques used in traditional quality management

## Automation for Text

Start autoscoring in human or bot interactions, including chat, email, messaging and social interactions

## Snapshot View of Overall Employee Performance

Provides drill-down detail for further analysis and root cause assessment

## Automation of Coaching and Learning

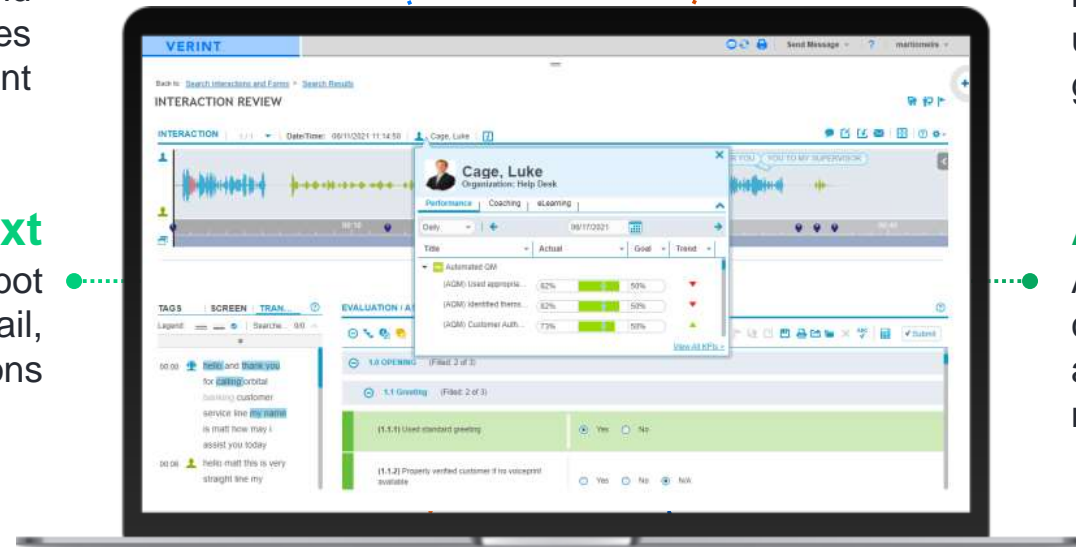
Assigns coaching and learning when a key performance indicator falls below a user-defined threshold to help address gaps in performance

## Advanced Rules Capabilities

Applies intelligent rules to validate customer or employee input, scripts adherence, interaction or desktop metadata, events or attributes

## Marketplace for AQM

Rules for AQM reduce time to value



# Features & Function Overview

Verint Solution Problem-Solving Features and Functions



# Automation for Voice

## Evaluate 100% of the Calls in Your Contact Center

Increase productivity and coaching effectiveness by offloading the task of listening to and manually scoring calls

- **Fully automate on day one** or ease your team into automation
- Automate at **your own pace** – automatically score some questions within evaluation forms, and manually score other questions to assess soft skills
- Help **reduce risk** in association with regulatory compliance requirements by providing visibility across 100% of voice interactions and surface all potential non-compliant interactions
- Increase **employee engagement** by having consistent and objective evaluation scoring

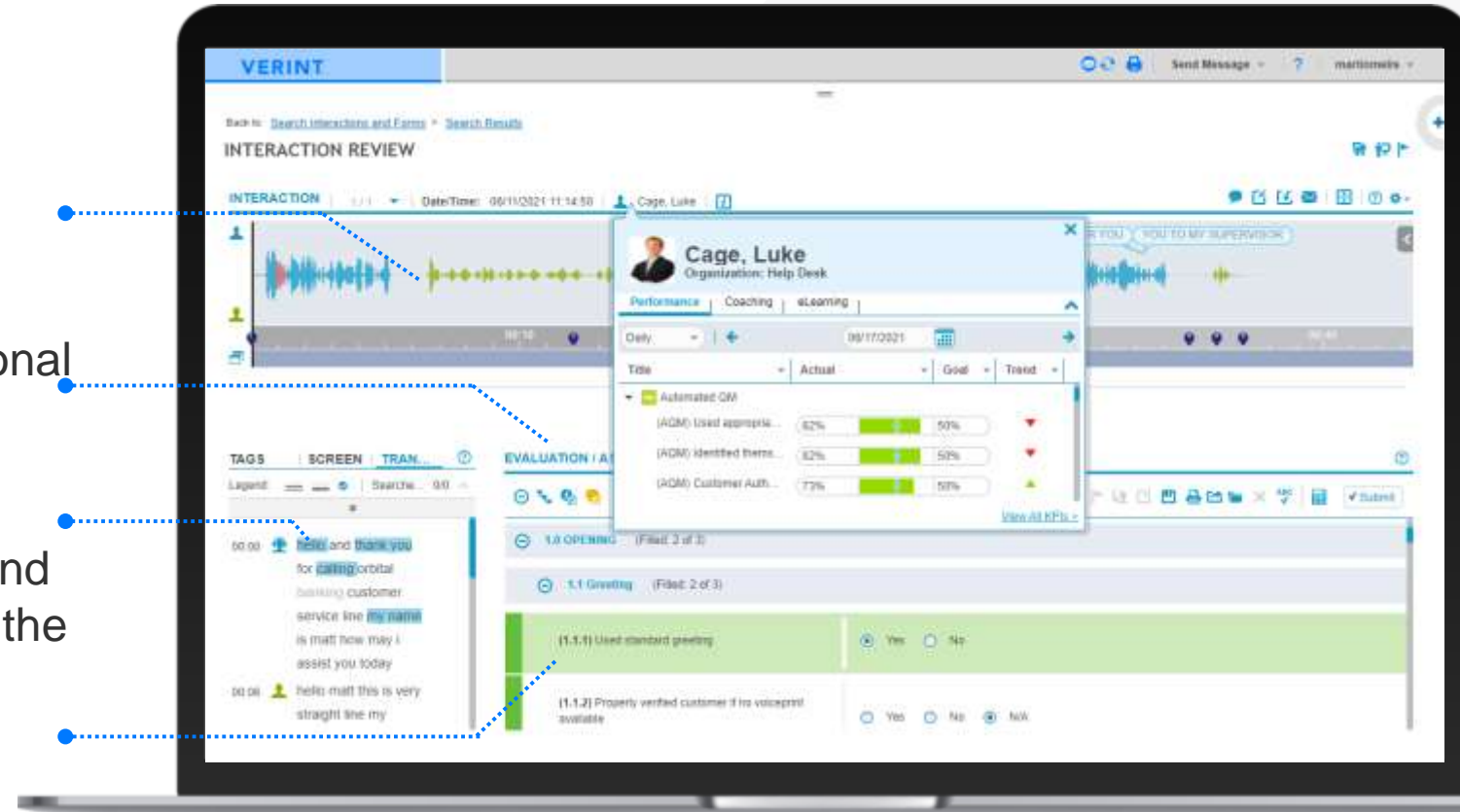


# Automation for Voice

## Consistently and Accurately Autoscore up to 100% of Recorded Calls

Change from 1% scoring of your calls monthly to 100% every day

- Automate **any existing quality form** within the Verint solution you use today
- Use the **partially automated** mode to score questions on the spot for operational efficiency
- Navigate through Verint's world-class **full transcription** to see which terms and phrases have resulted in the scoring of the evaluation question
- **Easily identify** which form questions have been automatically scored



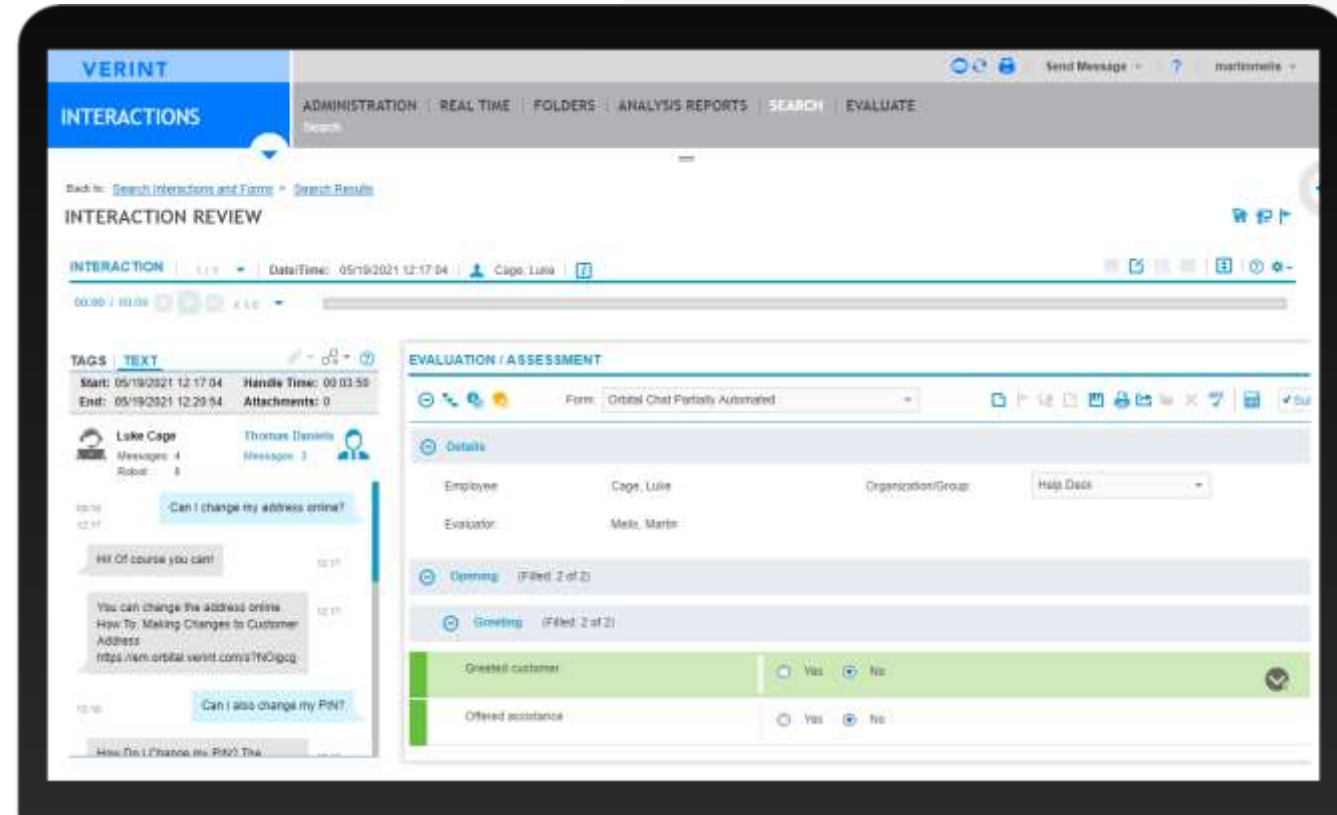


# Automation for Text

## Improve Performance and Compliance of Employees and Bots

Expand your quality program to all text-based interactions

- Automated scoring for text-based interactions from web chat, email, social, messaging and feedback
- AQM rules based on text-based interaction criteria, such as message blocks
- Automatic support for multi-language forms, without the need for Text Analytics
- Visibility into your digital channel to help ensure proper compliance and positive customer experience



# Simplified View of Complete Employee Performance

## Improve Insights on Vast Amounts of Data

Verint AQM provides your agents, supervisors and managers an intuitive, easy-to-use and engaging scorecard to access and analyze automated scores.

- Provides easy access to each evaluated interaction, giving employees transparency on their performance.
- Offers valuable insights to managers and supervisors into the performance of employees and teams.
- Provides drill-down detail for further analysis and root cause assessment, with roll-up visibility to team performance.
- Notifies a supervisor when an agent's KPIs fall below a predetermined threshold in the scorecard, enabling coaching to be initiated promptly.

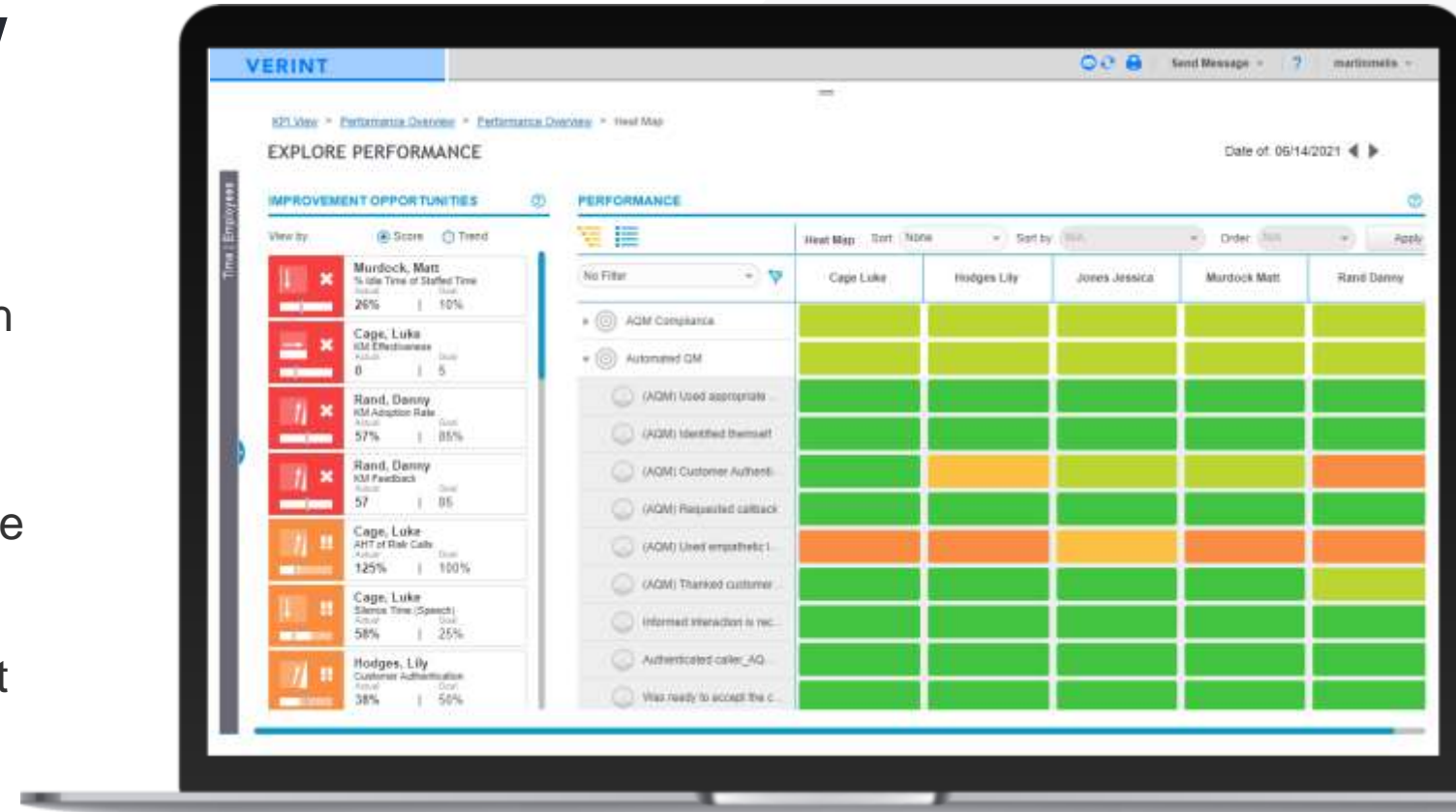


# Comprehensive Visualization of Complete Employee Performance

## A Single Comprehensive View

Accessing and analyzing automated scores for employees and managers

- Compare employees to identify the high and low performers for each question
- Identify performance “hot spots”: employees and/or questions that require their attention
- Drill into the interactions with the lowest (or highest) scores on each autoscored question to gain insights



# Automation of Coaching and Learning

## Shift Resources from Monitoring to Coaching

Instead of filling out evaluation forms, you now have supervisors and the quality team exploring results

- Assigns coaching and elearning when a key performance indicator (KPI) falls below a user-defined threshold to help address gaps in performance without administrative effort.
- Alerts employees and managers
- Aligns with scheduling so the coaching session is at the best time available

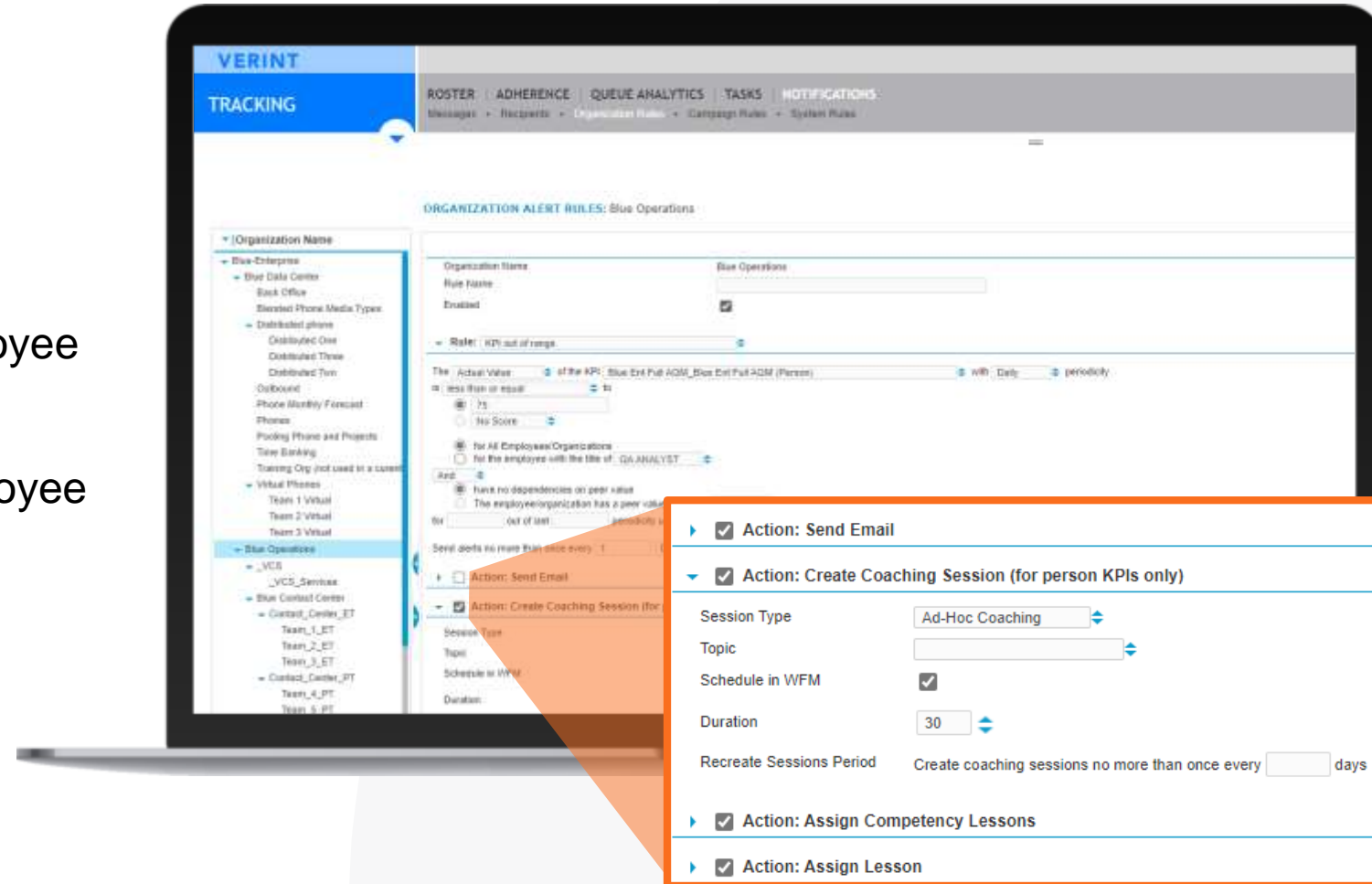


# Automation of Coaching and Learning

## Automate Follow-ups When Employees Fall Below Expected Performance

Use insights from automated scores to automatically:

- Monitor the automated scores captured daily in the scorecard
- Assign a coaching session to the employee on a particular topic or skill
- Assign an elearning lesson to the employee
- Generate an alert to a supervisor or manager for a follow-up action



# Advanced Rules Capabilities

## AQM Rules Quickly Increase Automation Capabilities

AQM is a feature-rich application to define and test auto-scoring rules. You can define and start to automate:

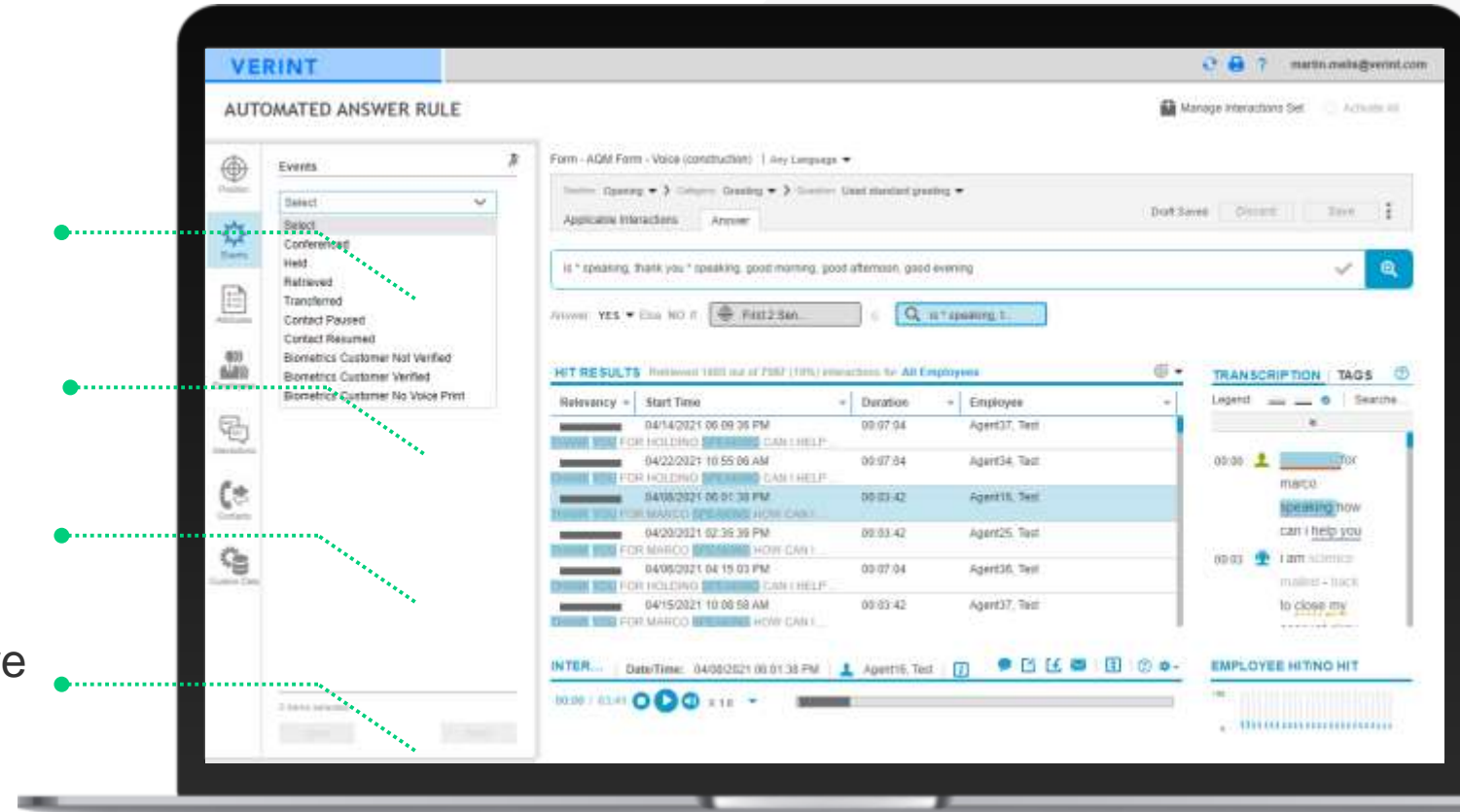
- What words, phrases or scripts the agents (or customers) are expected to say
- When they are expected to say these words or phrases (e.g., at the beginning or end of call)
- What is the required adherence level for scripts (i.e., what level of flexibility do you allow your agents in following those scripts?)
- Whether agents or customers confirm or reject with an appropriate response as part of a compliance statement or script
- Whether conditions have been met based on events or attributes (e.g., a positive biometrics authentication or desktop event)



# Advanced Rules Capabilities

## Automated Quality Management is a Feature-Rich Application to Define and Test Auto-Scoring Rules

- Use wide range of terms and phrases, supported by operators like NEAR, BEFORE, N/A and stop words
- Identify when either the rule should be applied to the employee or customer
- Apply conditions to employees, interactions, contacts, and custom data
- Score Interaction events and attributes based on what happens during or before the interaction
- Automate the same form in multiple languages



# Marketplace for AQM

## Evaluate 100% of the Calls in Your Contact Center

Don't start from scratch. Leverage the Verint Marketplace for ideas to automate 100% of interactions.

- Reduces your **time to value** on your AQM journey
- Provides **complimentary access** for Verint customers
- Offers **pre-built** and **tested rules** for Automated Quality Management
- Provides **a simple way** to begin automating several quality questions
- Get more automation on your own, with Verint services, or with our partner network



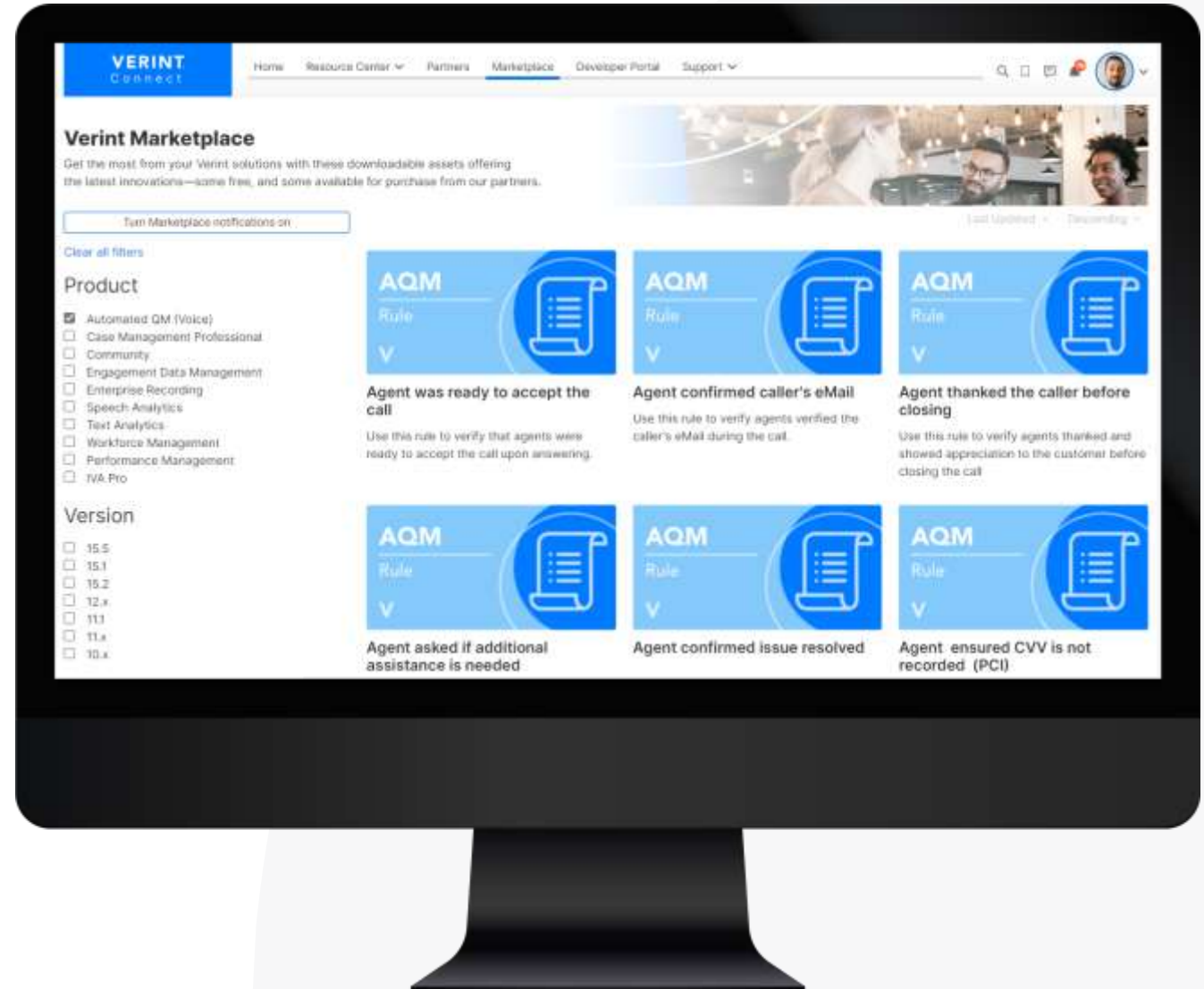


# Verint Marketplace for AQM

## Self-Service Content Makes it Easy to Start Your Automation Journey

Easily download and import AQM rules

- Download Automated Quality Management rules from the **Verint Marketplace**
- Kickstart **performance** and **compliance** of employees and bots
- Choose from AQM rules available from **an employee and customer perspective**
- Benefit from **dozens of rules available today** and new ones added on an ongoing basis



# Why Verint?

## Improve Enterprise Quality with AQM

### Automate your Quality Process

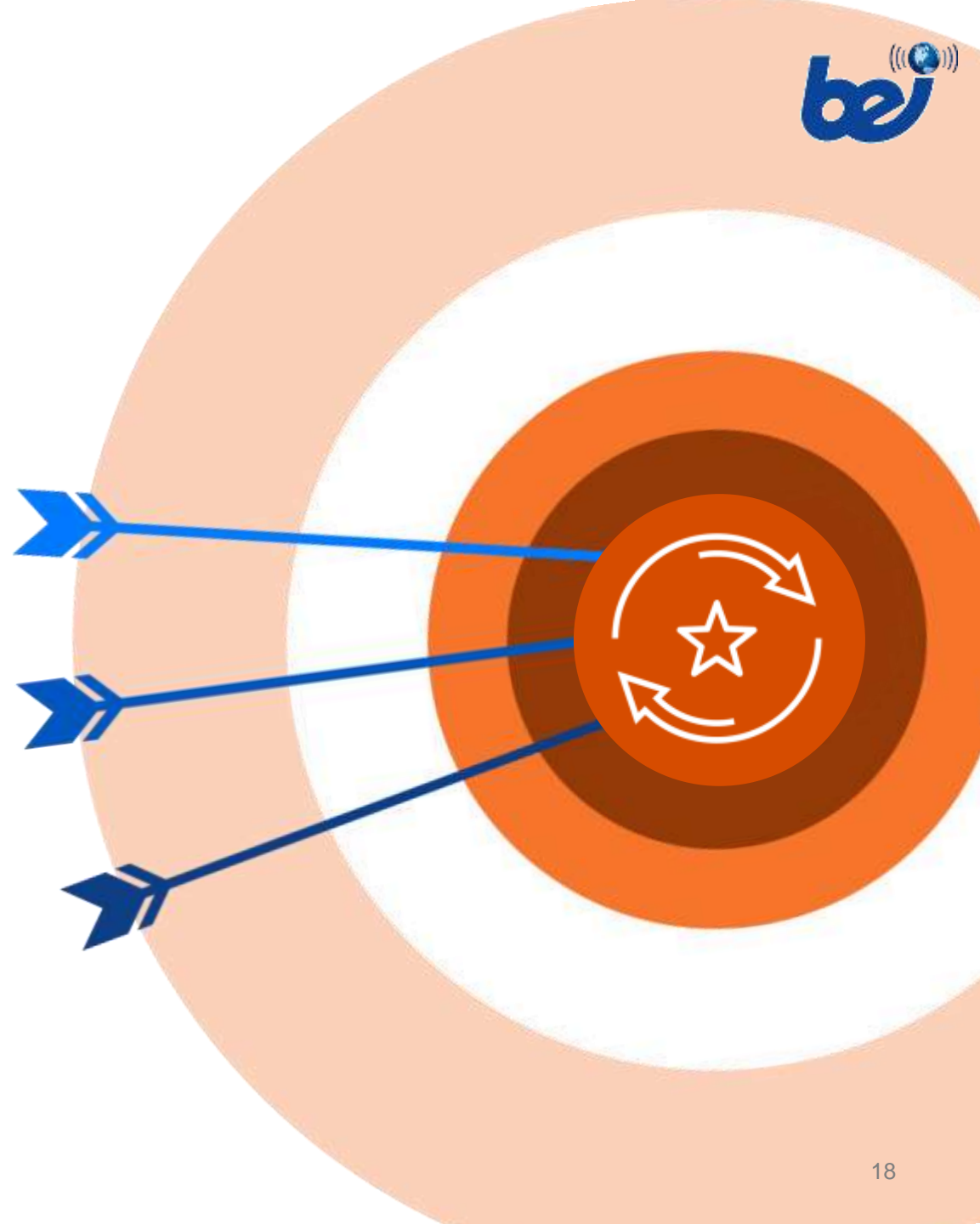
- Automate the entire quality management process, from scoring evaluations to assigning coaching.

### Omnichannel Scoring

- Autoscore up to 100 percent of recorded voice and text-based interactions, offering greater insight, objectivity, and consistency than sampling techniques used in traditional quality management.

### Increase Efficiency

- Reallocate quality resources from scoring evaluations to higher value activities, such as coaching agents.



# Unified Experience

## AQM in our Unified Platform

Further enhance your automated quality process with these Verint solutions:

- Use **Engagement Data Management** to capture or ingest all interactions for enterprise-wide automation of performance and compliance
- Automate more evaluation form criteria by adding desktop activities with **Compliance Triggers**
- Manage the adherence and execution automated coaching and learning by scheduling with **Workforce Management**





# Thank You

For additional information contact:  
Business Electronics

Rich Bartoli  
(203)741-9337 or  
[rich.bartoli@beiinc.com](mailto:rich.bartoli@beiinc.com)