

Verint Functional Value Brief

Verint Performance Management Scorecards

Feature & Function Overview

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VERINT



Executive Summary

Value Realization of Verint Platform for Business Challenges



Business Improvement Focal Points

A Single, Standardized Framework for Efficiently Tracking, Managing, and Improving Individual, Team, and Organizational Performance



Visibility and Transparency

Simple, timely access for employees to their performance results to motivate and encourage the right behaviors

Management Insight

Quick ability for managers to spot issues and surface trends amongst the massive data available in modern enterprises

Balanced View

Data brought together from different operational systems for comparison, trend surfacing, and correlation

Automation & Workflows

Automated trending & alerting triggers to highlight areas requiring attention translated to structured workflows to improve performance

Summary of Value with Verint

Drive Productivity using Performance Management Scorecards



Empower Employees

Clear and relevant KPIs. Clear and personalized goals and the framework to own personal performance improvement. Ownership and transparency



Effective and Focused Management Time

Managers can quickly identify star performers for rewards and spot those who need support and guidance. Improves overall team productivity and reduces the effort to manage teams



Act and Improve

Structured and automated analysis to action using Coaching and Learning to address concerns and performance plans to support people in achieving their targets



Balanced, Integrated, and Tracked Insight

Easily combine Verint insight with third party data to give a complete picture across the whole organization and track correlations between differing data sets



Delivering Business Value

Rapid Deployment Using Standardized KPIs

Pick from pre-built KPIs which populate automatically with no advanced integration

Configuration-Based Extensibility

Build balanced scorecards. Import data easily from any external system for a strategic view of performance across the enterprise

Personalized Performance Management and Coaching

Structured improvement journeys for employees to get back on track

Intuitive Engagement for Employees

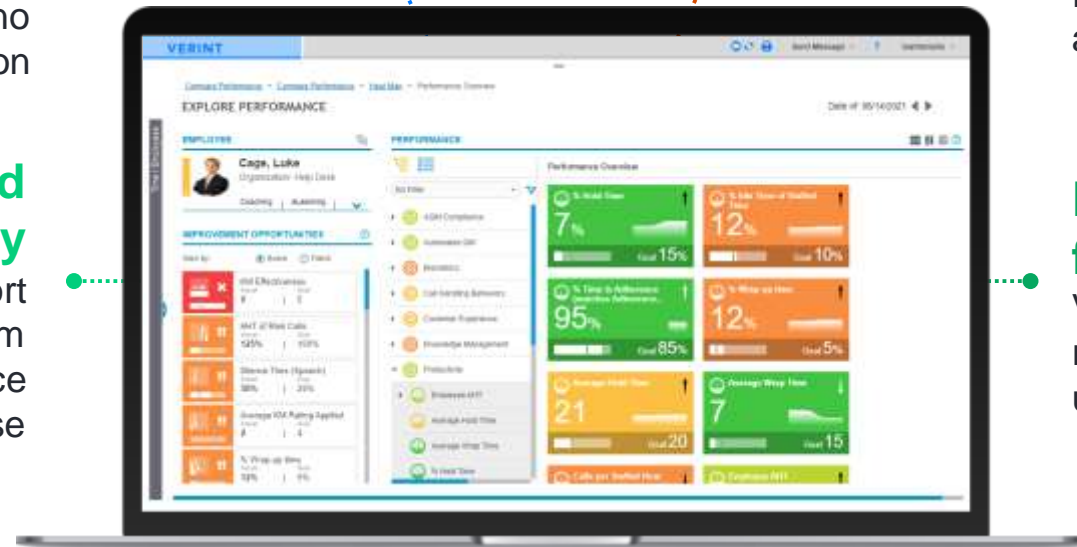
Easy to track performance feedback, anywhere, any time by web and mobile

Powerful Data Visualization for Managers

View and act. spot positive trends to reward and quickly spot concerns; focus using heat maps and coaching lists

Automated and Targeted Interventions

Trigger alerts, coaching and learning breaks when targets slip





Features & Function Overview

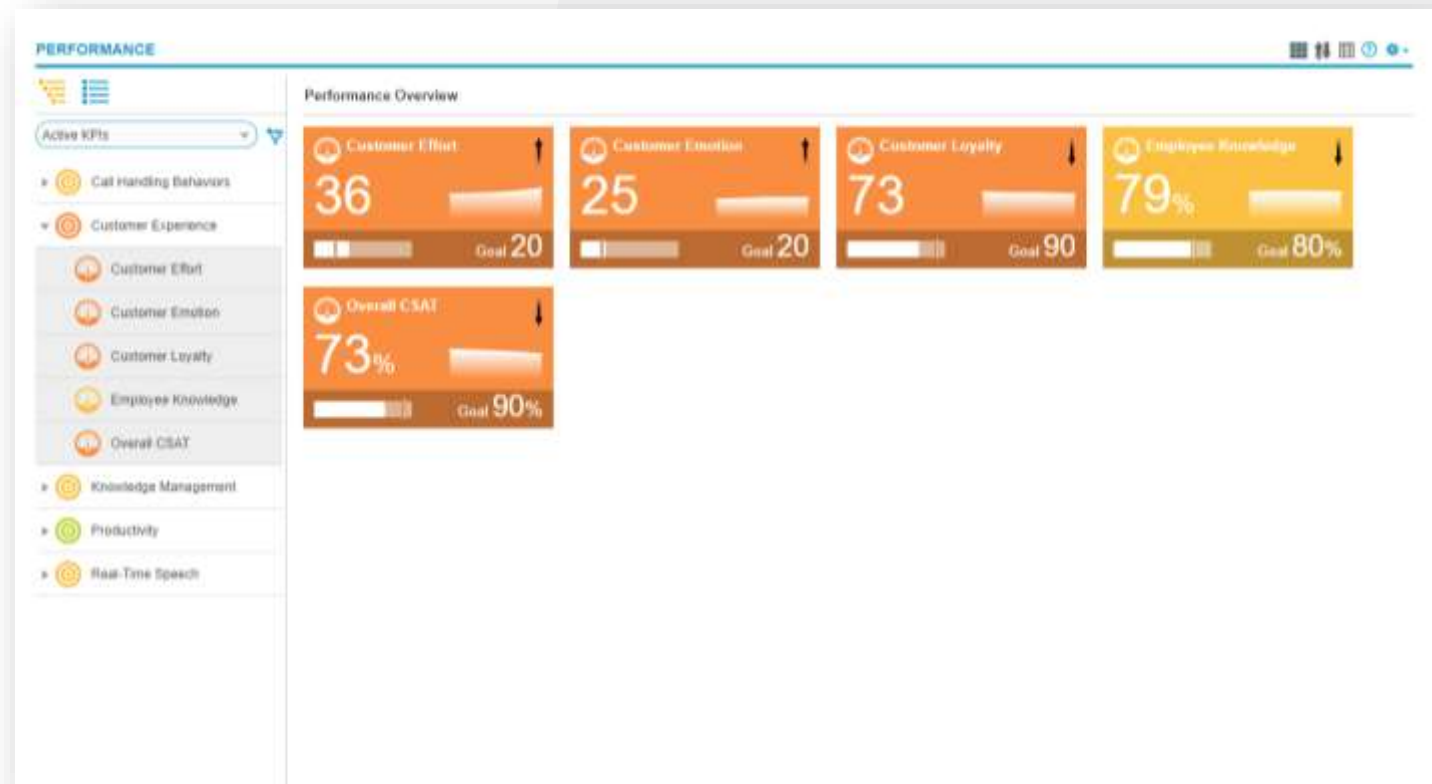
Verint Solution Problem-Solving Features and Functions

Rapid Deployment Using Standard KPIs

Pre-built Data Feeds from Verint and Telephony Sources

Rapid time to action, no costly customization

- Operational Scorecards built quickly
- Built on the Verint framework. No separate system for managing people or hierarchy is needed
- Flexible library of KPIs to make performance relevant
- Flexible goal settings to set the right targets for individuals

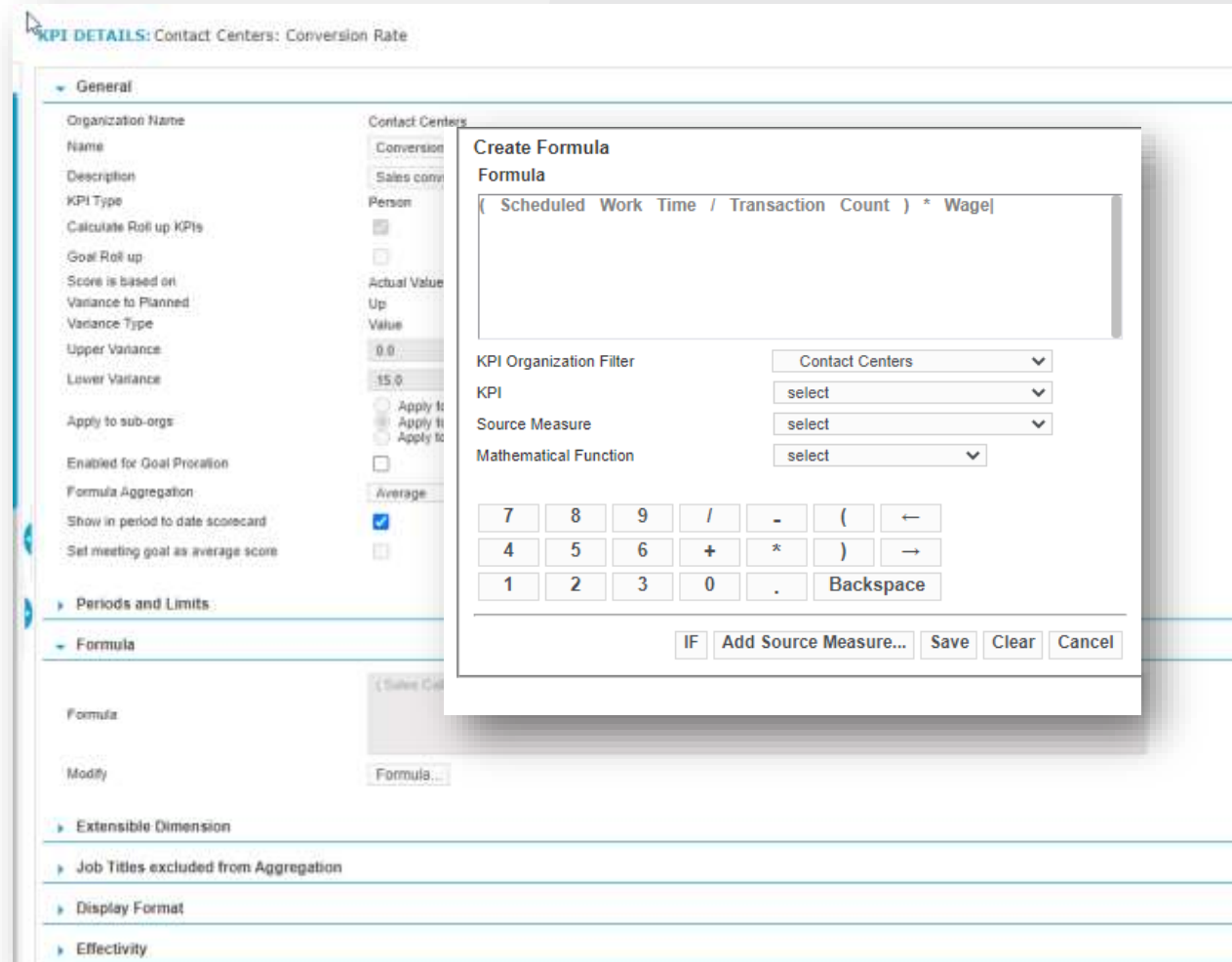


Configuration-Based Extensibility

Customize KPIs and Leverage Existing Operational Data Sources

Flexibility to customize KPIs to meet demanding customer needs

- Bring all performance metrics together using pre-configured Verint and third-party data to complete the picture
- Easily create new KPIs, fine tuned for each scenario
- Simple, rapid integration to any third-party source system
- Business users configure KPI settings, requiring no costly IT coding.



The screenshot displays the 'KPI DETAILS: Contact Centers: Conversion Rate' configuration page. A 'Create Formula' dialog box is open, showing the formula: $(\text{Scheduled Work Time} / \text{Transaction Count}) * \text{Wage}$. The dialog includes a numeric keypad and buttons for 'IF', 'Add Source Measure...', 'Save', 'Clear', and 'Cancel'. The background form shows various configuration options for the KPI, such as 'Organization Name', 'Name', 'Description', 'KPI Type', and 'Formula Aggregation'.

Personalized Performance Management and Coaching

Manage the End-to-End Coaching Process

Positive results driven by tailored 1-1 sessions and achievable targets

- The Coaching module provides a structure, transparent and auditable workflow
- Leverage the best performers as coaches to nurture talent
- Structure sessions with clear objectives where employees can review and comment
- Performance plans allow coaches to agree targeted, staged improvement which is realistic and achievable

MANAGE PERFORMANCE PLANS:

Properties

Name: Matt's Perf Plan
 Comment: Structure plan to bring up performance to meet target

Employee: Lee, Stan
 Organization: Contact Centers
 Periodicity: Weekly
 Creation Date: 03/05/2021
 Created By: Smith, Glenn

Milestones: Add KPIs: Add

Employee AHT KM Adoption Rate

Goal: 165 Goal: 85%

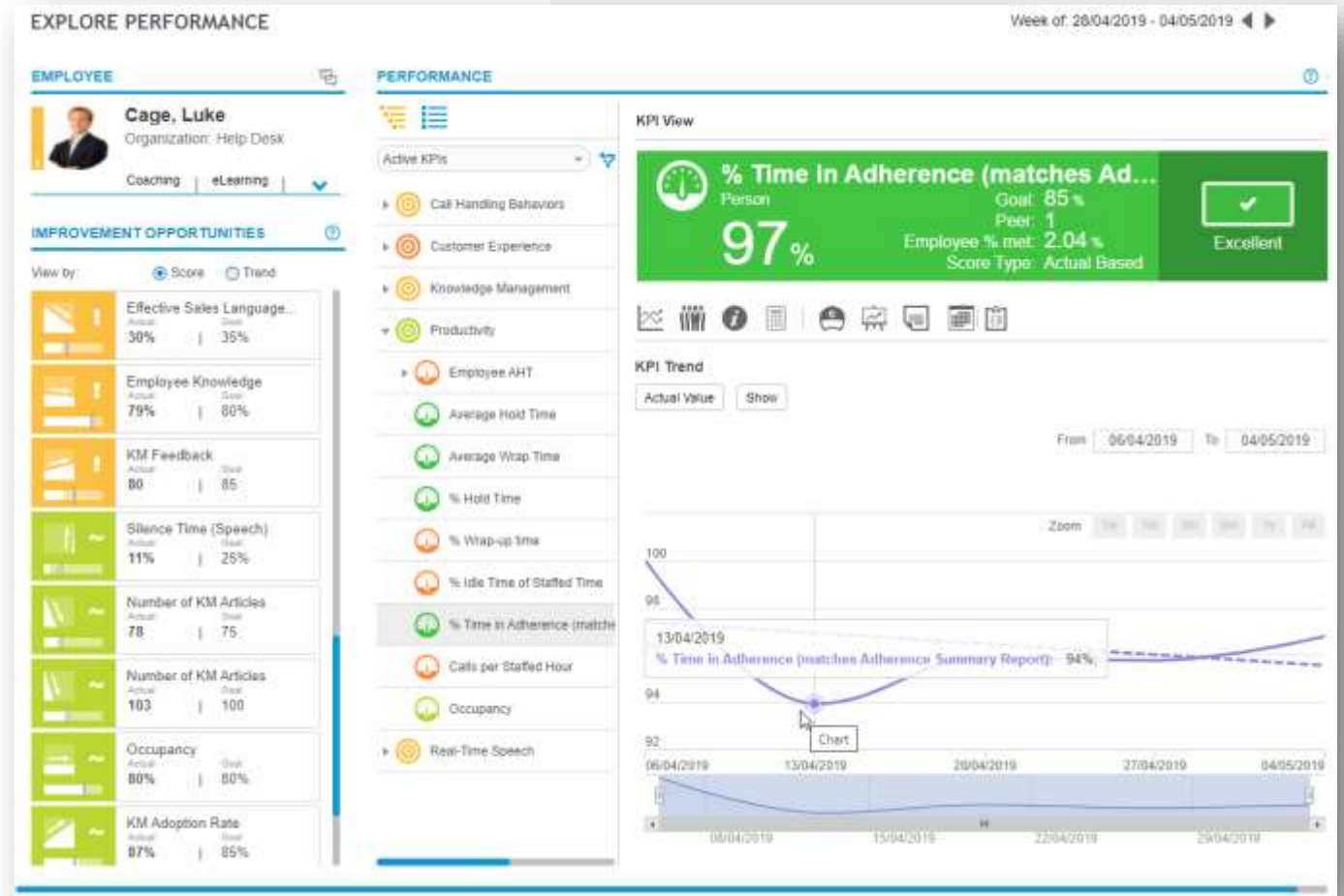
Milestone	Delete	Target	Actual Value	Target	Actual Value
01/05/2021		N/A	0	N/A	0%
05/06/2021		140	-	-	-

Intuitive Engagement for Employees

Motivate with Clear KPIs and Goals

Intuitive, timely and straightforward:

- Personalized performance targets employees can influence
- Results automatically captured and delivered quickly. Motivates by showing improvement trends
- Offers two-way communication. Employees can add notes to ask for support or provide context for the results
- Access from anywhere at any time, web and mobile

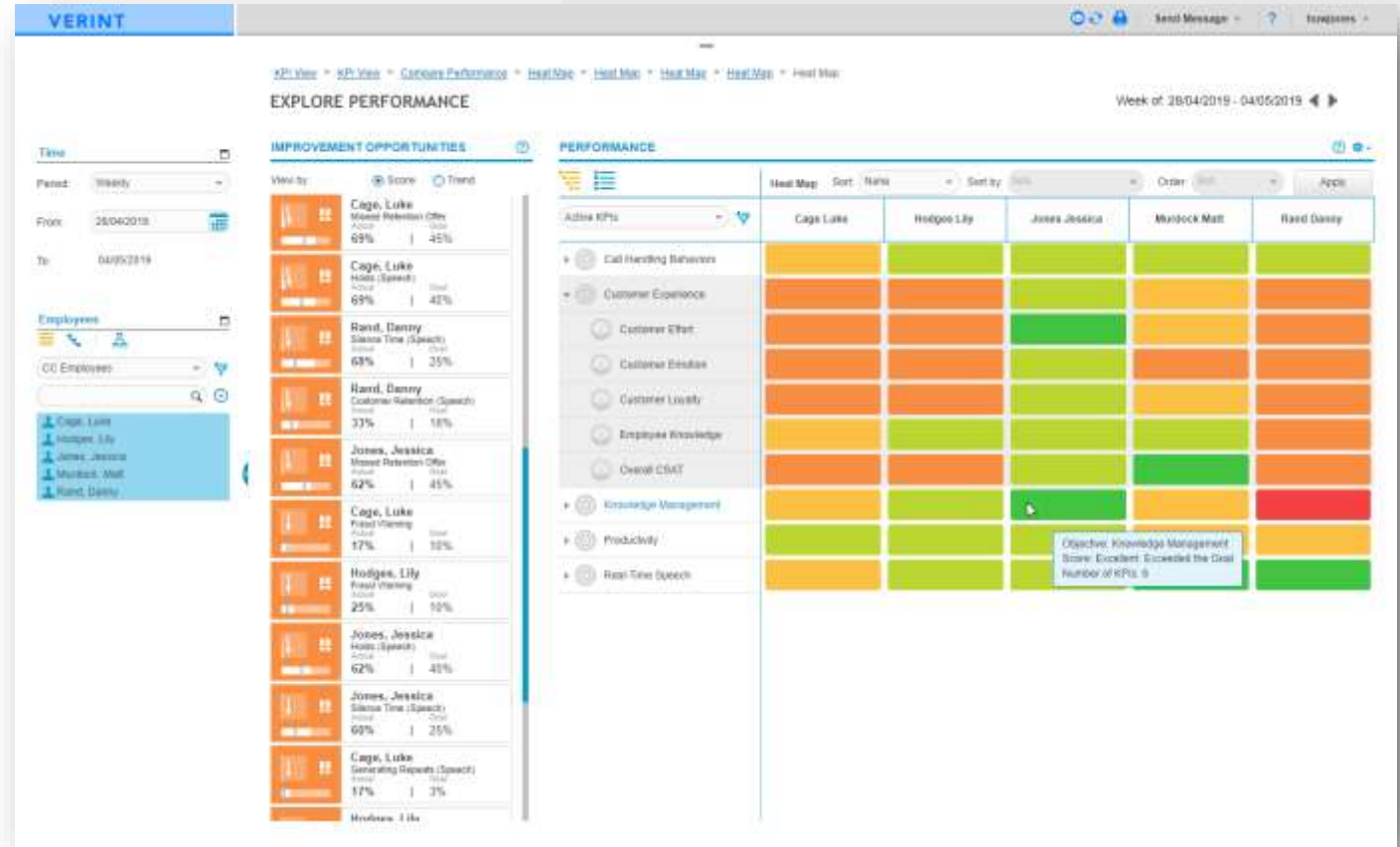


Powerful Data Visualization For Managers

Quickly Surface Trends; Drill Down to Detail

View results, track trends and act

- Surface results by organization, team and individuals
- Compare people and teams to spot areas of excellence or concerns which need addressing
- Drill down from organization level to employee for root cause analysis
- Act – easily assign follow-up Coaching and assign performance plans to motivate improvement

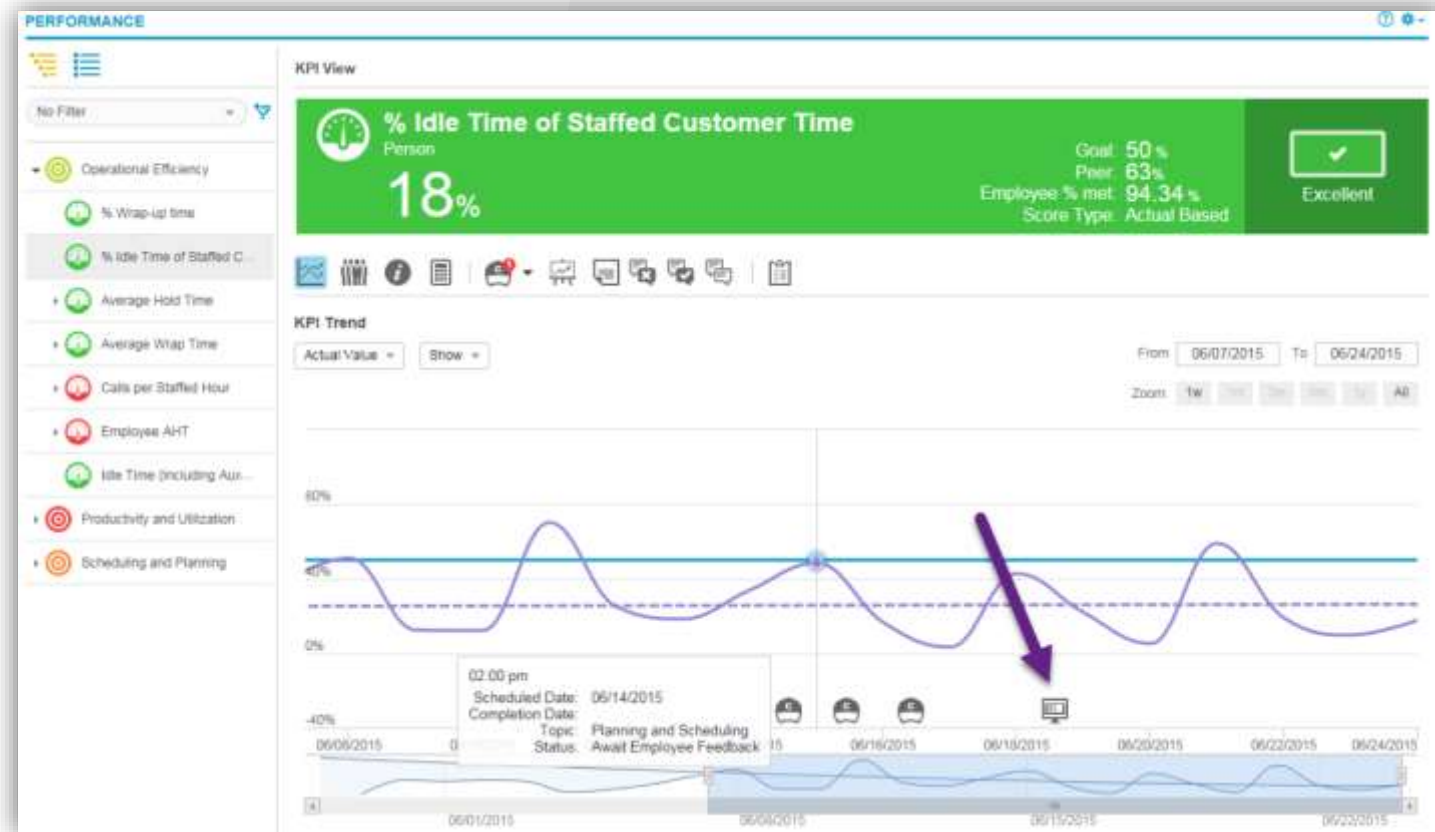


Automated and Targeted Interventions

Automated Intervention Using Simple Workflows

Trigger Coaching and Learning Breaks

- Let the system automatically track trends and trigger Coaching or Learning Breaks to address risks
- Targeted interventions to develop skills or address knowledge gaps
- Optimize Coaching and Learning breaks in Verint Enterprise WFM to fit within the shift
- Results tracked. Motivate employees and measure the impact of the Coaching session or learning clip



Why Verint?

Improve Employee Performance with Performance Management Scorecards

Establish a Performance Framework for Success

- Leverage flexible and balanced Scorecards to measure and motivate every employee, recognizing their unique talents and driving performance improvements in all areas.

Quick to Deploy, Easy to Expand

- Includes a library of pre-configured KPIs focused on operational improvement and automatically integrated to the Verint platform. Easily integrated with other systems for the full picture.

End-to-End Performance Workflows

- Structure Coaching interventions, automatically assigned and scheduled. Drive improvements with minimal additional effort for maximum impact..

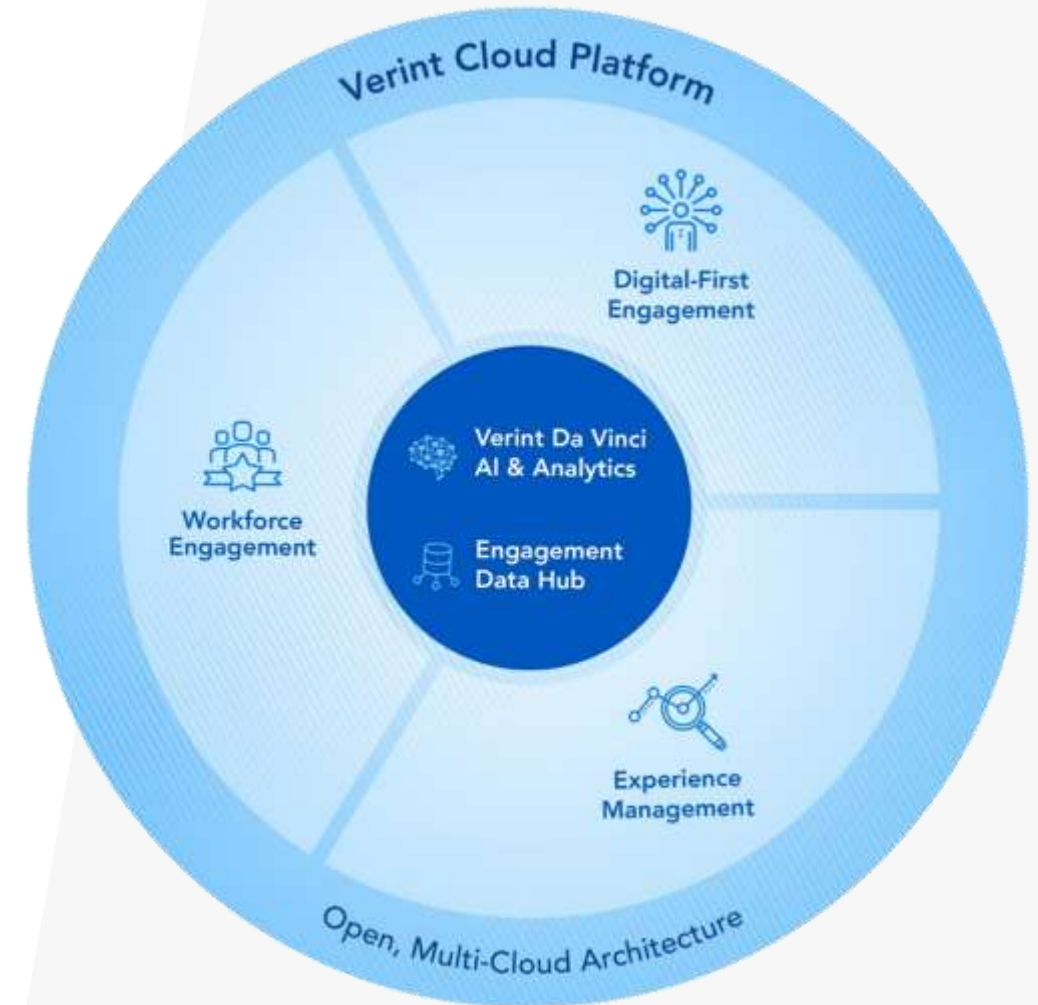


Verint Cloud Platform

Performance Management Scorecards in Verint Cloud Platform

Consolidate actionable data from each Verint application:

- Automated, pre-configured data surfaced from **WFM, QM** and **Interaction Analytics (Speech & Text)**
- Socialize **Speech Analytics** categories and correlate alongside **forecasted workload**
- **Coaching** and **Learning** events optimized in **Workforce Management** to maximize effectiveness
- Common **user management** and **hierarchy**





Thank You

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Business Electronics

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