

Verint Desktop and Process Analytics

Technology today has automated many of the simpler transactions previously performed by your agents. What's left is more complex work with additional steps and greater variations. How do you know if your employees are following the right steps, or if your processes could be streamlined or automated to enhance accuracy and speed?



Now You Can:

- Automate the mapping of processes using actual process steps and paths taken by employees.
- Analyze workflows for opportunities to streamline and automate processes, coach employees, and drive processing compliance.
- Capture process step handle times for more accurate capacity planning.
- Enable end-to-end quality review of complex, multitouch, multistep work items.

Verint® Desktop and Process Analytics™ is an innovative, cloud-based solution that gives contact center leadership insight into processes and workflows that employees perform. The solution captures desktop events that signify key execution points in processes. This data can be used to track process workflows, work volumes, and process handle times, as well as help create a repository of actions taken at key touchpoints for work item quality reviews.

Verint Desktop and Process Analytics provides for real-time, objective data to help you:

- Meet processing compliance requirements and minimize penalties.
- Provide employees with objective feedback on processing effectiveness.
- Eliminate the need for costly manual observation, compilation, and analysis of processes.
- Standardize and optimize processes based on best practices.
- Improve the quality of complex, multitouch, multistep work items.

VERINT®

Verint Desktop and Process Analytics

Accelerate Process Optimization and Compliance

Verint Desktop and Process Analytics can help you with process optimization and compliance by linking actual employee desktop activities to processes and creating visual maps showing all processing paths, variations, and bottlenecks.

- Six Sigma, Lean and business process improvement experts can use the insights to quickly identify opportunities to streamline or automate process steps.
- Managers can share objective feedback with their staff on process execution and compliance.
- Organizations gain valuable employee, compliance, and operational data on process execution.

Key features include:

- **Process Discovery** — Easily capture key process steps from desktop application events without any additional integrations or APIs to automatically create near real-time process maps. These maps show actual employee paths and variations and are not limited to log-level events that may not be available in all applications.
- **Process Analysis** — Capture actual handle times for individual process steps and full, end-to-end processes. You can use this data to establish average handle times, create more accurate capacity plans, and maximize employee utilization.
- **Collections** — Capture actions taken at all the touchpoints of complex work items from beginning to end, in a single collection/repository. This can enable easy analysis and quality review of work items, regardless of the number of touches or employees involved.

Drive Business Outcomes with Process Insights

Data captured in Verint Desktop and Process Analytics can be leveraged by other Verint Workforce Engagement™ solutions to drive business outcomes. For example:

- Quality and compliance analysts can use Verint Automated Quality Management™ and Collections together to autoscore the multiple touchpoints of complex work items. This can help drive improvements to employee performance, process compliance, and customer satisfaction.
- Business process and automation analysts can leverage process maps from Process Discovery to identify steps and processes prime for Verint Robotic Process Automation™, reducing costs and speeding processing times.

Part of the Verint Customer Engagement Portfolio

Verint Desktop and Process Analytics 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.



Learn more at
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