

Verint Back-Office Forecasting



How effectively are you managing forecasting and capacity planning in your back office? If you're still relying on spreadsheets and completed volumes as the basis for future forecasts, you may be compromising accuracy — and making the process much more difficult than it should be.

With Verint® Back-Office Forecasting™, you can leave spreadsheets behind and take an integrated approach to forecasting, capacity planning, and simulation for complex, multistep processing. The solution can take input from multiple departments (such as operations, outsourcers, and finance) and consolidate it into a single forecast model that addresses business requirements, resources, and demand.

Verint Back-Office Forecasting captures business data relevant to standard back-office business drivers. It uses this data to create a demand profile that takes processing volumes into account and shows the end-to-end activities necessary to handle them. It can also incorporate simulations for “what if” scenario modeling. You can:

- Use scenario-based planning to see the impact of incorporating new tasks, processes, products, and organizations.
- Forecast for both strategic and tactical timeframes (daily, weekly and up to five years in the future).
- Compare available resource “supply” to forecast work “demand” and model outcomes in terms of resource “unders” and “overs” and service achievement.
- Export outputs to third-party tools or reports using standard templates and dashboards.

Now you can:

- Benefit from timely, consistent, and accurate forecasting for the back office.
- Reduce the time and effort associated with traditional, spreadsheet-based forecasting.
- Consolidate input from multiple departments into a single forecasting and capacity plan.
- Use “what if” scenarios for better business planning.

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Manage Capacity Planning

Unlike traditional, spreadsheet-based forecasting, Verint Back-Office Forecasting provides a common solution across the back office that consistently supports forecast modeling while automating the tedious, manual effort that goes into capacity planning. It can enable you to factor in variables that matter to the back office, such as resources, skills, and costs. This can enable you to create forecasts that can be considerably more accurate than historical completed volumes, which often factor in hand-offs, rework, failure demand, and other activities that tend to inflate supply calculations.

The solution can enable you to create sophisticated demand and supply models. It uses these models to produce capacity planning schedules that can be managed locally against short-term and intraday plans. Once you've put a forecast and resource plan into production, Verint Back-Office Forecasting can make real-time comparisons with Verint Work Manager™ and project how the plan will play out, so you can modify it on the fly.

Model Scenarios for Deeper Insight

Verint Back-Office Forecasting provides powerful simulation capabilities that can enable you to model "what if" scenarios to project the impact on your operations. With this capability, you can evaluate how different business cases, trends, and predictions may impact your service level agreements, resources, and throughput.

Part of the Verint Customer Engagement Portfolio

Verint Back-Office Forecasting is part of a patent-protected portfolio of customer engagement solutions that help organizations enrich customer interactions, improve business processes, and optimize their workforces to enhance loyalty, increase revenue, mitigate risk, and manage operational costs.

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 Application 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.

The Customer Engagement Company™

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