

TELUS International

Delivering Next-Generation Digital Solutions to Enhance the Customer Experience

About TELUS International

TELUS International designs, builds, and delivers next-generation digital solutions to enhance the customer experience (CX) for global and disruptive brands. Fueling all stages of company growth, the company partners with brands from high-growth industry verticals, including tech and games, communications and media, eCommerce and fintech, healthcare, and travel and hospitality.

TELUS International's integrated solutions and capabilities span digital strategy, innovation, consulting and design, digital transformation and IT lifecycle solutions, data annotation and intelligent automation, and omnichannel CX solutions that include content moderation, trust and safety solutions, and other managed solutions.

In 2006, TELUS International forged a partnership with Verint to bring even more value to its customers with the Verint® Workforce Engagement™ application suite. Using Verint's workforce engagement solutions internally enables TELUS International to empower team members to engage more effectively with customers through improved forecasting and scheduling, knowledge sharing, quality assurance, and process management.

Better Together: Verint and TELUS International

The combination of TELUS International and Verint forms a flexible and innovative team dedicated to bringing the best customer and employee experiences to the market.

"Both companies are equally inspired to deliver best-in-class customer experiences through our long-standing and complementary working relationship," says Katy Elder, manager of Verint Global IT engineering, TELUS International.

Driving a culture of innovation differentiates TELUS International in both the markets it serves and in its partnership with Verint. TELUS International was the first CX provider in Canada to deploy the Verint Workforce Engagement application suite on the Google Cloud Platform to help enhance scalability, flexibility, speed-to-market, reliability, and update speeds.

Verint Partner Case Study



Headquarters

Vancouver, Canada



Website

www.telusinternational.com

VERINT®



Working with Verint has proven to be a symbiotic partnership that enriches both teams and delivers great professional value. Through collaboration and common goals, the teams learn from each other, gaining knowledge and experience, which allows us to deliver robust solutions and innovative services to our customers.



– Katy Elder, Manager of Verint Global IT Engineering, TELUS International

“Bringing Verint applications onto Google Cloud Platform allows us to harness Google’s technology, enhance the user experience, and enable organizations to quickly access relevant interaction data, regardless of channel. Applying cloud services to the Verint tools produces a secure, yet easy-to-access environment in which interaction analysis facilitates detailed views of customer issues, allowing management to efficiently isolate areas of concern and apply corrective action. This is how we exemplify actionable intelligence,” says Elder.

In addition, leveraging the Verint Workforce Engagement suite on the Google Cloud Platform has helped TELUS International simplify agent effort to improve employee engagement and readiness, improve quality and reduce compliance risks, and make customer interactions more effective.

With Verint Workforce Engagement solutions, customers can see dramatic improvements in several key areas: increased operational efficiency (fewer schedule changes and more schedule adherence), increased agent productivity (including a decrease in average handle time), enhanced customer experiences (including a decrease in average wait time), along with additional process improvements and workforce optimization.

Why TELUS International Partners with Verint

TELUS International is taking an industry-leading approach to delivering high-tech, high-touch customer experiences powered by next-generation digital solutions. With more than 50,000 team members and delivery centers across North and Central America, Europe, and Asia, TELUS International empowers CX innovation through digital enablement, spirited teamwork, agile thinking, and a caring culture that puts customers first.

“Working with Verint has proven to be a symbiotic partnership that enriches both teams and delivers great professional value,” says Elder. “Through collaboration and common goals, the teams learn from each other, gaining knowledge and experience, which allows us to deliver robust solutions and innovative services to our customers.”

“Verint solutions allow for a holistic tool that pulls together information from workforce management, quality assurance, interaction analytics, and compliance for our customers. This provides our team with an at-a-glance illustration of team performance, quickly identifying opportunities for improvement within the customer experience while supporting team member growth and efficiency.”



Learn more at
www.verint.com

The Customer Engagement Company™

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