



Region

Americas



Solutions

Verint® Workforce
Management™
Professional



Industry

Transportation

Opportunity

Catalina Express began in 1981 when three Catalina Island residents realized the need for fast, reliable transportation to and from the island. In its first year of service, the company operated with one 60-passenger vessel.

Today, Catalina Express offers up to 30 daily departures on eight high-speed vessels, operating from Long Beach, San Pedro, and Dana Point. Today, more than 28 million passengers have set sail to Catalina Island aboard Catalina Express.

Solution

Steven Jones serves as the Workforce Manager for Catalina Express. He helped introduce Verint® Workforce Management Professional™ to the call center and trained his team of agents.

Since then, he has been using Verint Workforce Management Professional daily, and the solution has proven to be a tremendous asset to the company.

“Forecasts were just way off before Verint Workforce Management Professional, and a lot of them weren’t adjusted to our operations,” Jones recalls. “When we started feeding Verint Workforce Management Professional with the right food, it behaved the way it was expected.”

Results

- Service levels rose from 69 to 83 percent.
- Average speeds of answer dropped from one minute to 30 seconds.

You need to dive into the workforce management solution and stretch your legs to get the return on investment you want to obtain.

– Steven Jones, Catalina Express Workforce Manager



Benefits

One of the proudest moments for Jones was when he started diving into what Verint Workforce Management Professional could really do for the call center, and began to improve the performance as a whole. For instance, when the company began using Verint Workforce Management Professional, its service levels rose from 69 to 83 percent. Its average speed of answer also dropped from one minute to 30 seconds.

In addition, Catalina Express could now manage its call spikes better. Previously, spikes would last up to four hours, and with Verint Workforce Management Professional, they stopped after 15 – 20 minutes.

If Jones had to give a tip to his peers, it would be not to be afraid to experiment with what works and what doesn't for your call center.

Part of Verint Customer Engagement Cloud Platform

Verint Workforce Management Professional is part of a patent-protected portfolio of cloud solutions for building enduring customer relationships. With a full set of solutions for digital-first engagement, Verint helps the world's most iconic brands efficiently connect work, data, and experiences to consistently deliver differentiated experiences at scale.



Learn more about
Verint Customer Engagement Solutions at
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The Customer Engagement Company™

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