

# Verint Real-Time Coaching



## Now You Can:

- Improve the quality and outcome of each interaction, as it happens.
- Coach agents in the moment, driving immediate impact as well as long-term improvement.
- Provide targeted guidance to agents on the KPIs they are struggling with.
- Drive significant improvement to NPS, AHT, FCR, compliance, sales conversion, and more.

At most organizations, agent coaching occurs several days or weeks after an interaction is over. This approach does nothing to improve interactions while they happen. It's also manually intensive, only addresses a small number of calls, and requires the agent to remember the coaching until the next similar interaction.

Verint® Real-Time Coaching™ is an innovative solution that allows you to coach agents as an interaction occurs, guiding conversations to better outcomes in the moment. The solution is powered by Verint Real-Time Agent Assist™ including the Verint Da Vinci™ real-time transcription engine, which uses artificial intelligence to provide industry-leading accuracy. It offers targeted guidance to agents related to the specific key performance indicators (KPIs) they are struggling with, using a centralized notification center.

## Recognize Coaching Opportunities Automatically

Unlike many solutions in the market, Verint leverages and infuses triggers from three unique sources to coach employees in real time:

- **Linguistic (what's being said)** – Recognizing specific words and phrases as well as positive or negative sentiment.
- **Acoustic (how it's being said)** – Recognizing sound triggers, such as long silences and interruptions.
- **Application (what's being done)** – Recognizing specific information from activity on the employee's desktop, such as customer profile and agent context.

This broad set of capabilities allows the solution to recognize a wide variety of coaching opportunities around several KPIs, including customer satisfaction (CSAT), empathy, handle time, compliance, relevant sales offers, promoting self-service, and more.

# VERINT®

# Real-Time Coaching

## Leverage an Integrated Approach

With Verint Real-Time Coaching, you can leverage the powerful quality monitoring functionality within Verint Open CCaaS™ Platform to assign coaching to agents based on the KPIs in their scorecards. The solution can listen to interactions in real time and generate personalized guidance in the moment, based on specific KPIs, to help agents strengthen their skills and guide interactions to positive outcomes. Once an agent's scorecard shows a KPI has improved, the real-time coaching can be removed. To avoid any unnecessary interruptions, agents will receive coaching only on the KPIs they are assigned.

## Receive the Benefits and ROI

Verint Real-Time Coaching can help you automate the quality and compliance of your customer interactions with less effort and greater impact than your current coaching methods. The solution offers a range of benefits, including:

- **Improved customer experience** – Coaching is delivered automatically to correct actions that may be negatively affecting the customer experience, such as interruptions or negative sentiment.
- **Reduced cost and handle time** – Coaching is delivered automatically when a long pause or silence is above a certain threshold, which can reduce handle time and cost significantly and improve SLAs.

- **Decreased attrition and enhanced employee engagement** – Employee retention and engagement can be improved by helping agents improve their skills on their own, especially for new hires and remote workers.
- **Increase revenue and reduce customer churn** – More contextual offers to retain customers and increase upsell and cross-sell conversions.

## Benefit from the Verint Total Quality Approach

Verint Real-Time Coaching is part of our comprehensive approach to Total Quality™, which measures employee performance, behavioral compliance, and the customer experience across all communication channels—voice and digital. This approach drives automated coaching and actionable insights to help improve employee engagement and the overall business. With Total Quality, you can reimagine your quality program, using AI and automation to enhance employee performance, compliance, and customer experience, all with less effort than traditional quality programs.

## Part of Verint Open CCaaS Platform

Verint Open CCaaS Platform provides cloud solutions for building enduring customer relationships. Verint helps the world's most iconic brands boost their customer experience with AI-powered tools for humans and bots.



Learn more about  
Verint Real-Time Coaching

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