

**VERINT.**

## **Verint Workforce Engagement**

solutions can help you leapfrog the competition with AI-powered tools built for the future of your workforce.



## What is Workforce Engagement?

Today's workforce includes humans and bots – together they handle multiple complex requests across multiple communication channels, working from multiple locations. With Verint Workforce Engagement, you can:

- Balance employee schedule flexibility with optimal staffing levels at the contact center, back-office, and branch.
- Measure and improve the quality and compliance of interactions across humans and bots.
- Gather rich insights about conversations across all engagement channels.

- Provide AI-powered assistance in real-time to the human workforce for optimal outcomes.
- Protect your organization and your customers from compliance risks and fraud.

It's time to evolve your workforce optimization approach with more AI-powered tools for human and bots across all customer touchpoints with the brand.

**New York Life** reduced call volume by 400,000 calls per year by using Verint Speech Analytics™ to identify repeat call types.

**Guardian Life** decreased staffing requirements by 89% and overtime by 30% in the back office with Verint Workforce Management™.

**First Horizon Bank** reduced branch staff overtime by 80% with Verint Branch Workforce Management™.

**Florius** improved NPS by 22% by adding real-time assistance for contact center agents.

# Customer behavior has changed. Are you struggling to close The Engagement Capacity Gap?

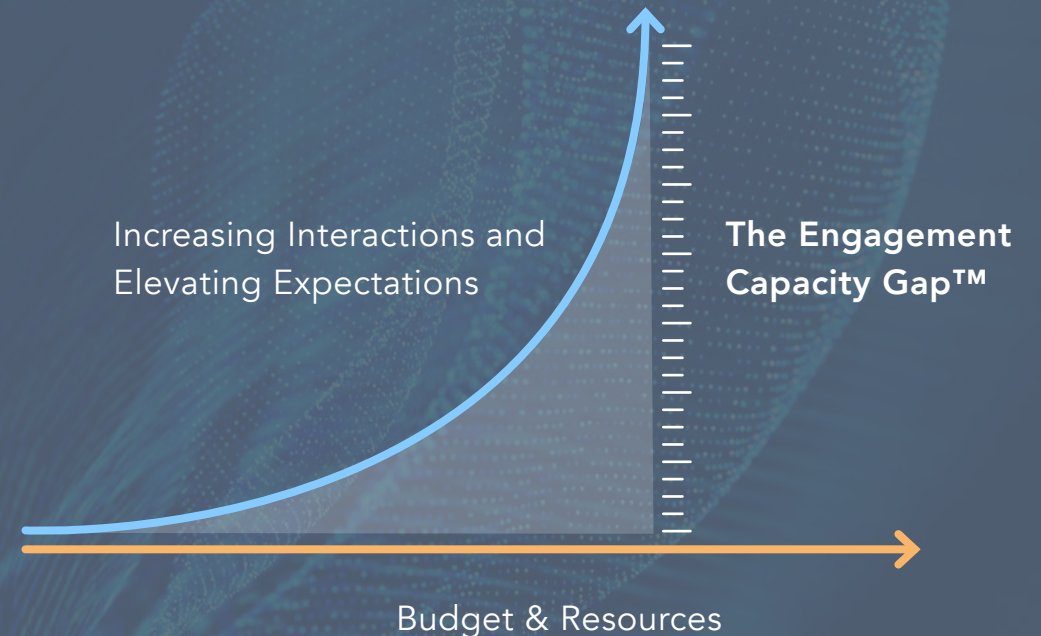
Customers are turning to digital channels in unprecedented numbers. They want fast, personalized service on the channel of their choice. With digital channels, customer engagement is happening across the enterprise in the contact center, the e-commerce platform, back office, and branch. As digital and social interaction numbers rise, your workforce is expected to do more with less. To meet customer expectations, every single interaction needs to be optimized with automation and AI.

Verint Workforce Engagement solutions are part of Verint Cloud Platform, designed to close The Engagement Capacity Gap™.

To learn more about The Engagement Capacity Gap, download our global research study.

[Download the Study >](#)

Consumer Shifts Widen the Engagement Capacity Gap



## Employees have changed, too.

In fact, the entire nature of work has changed. It's not just about work from home. Employees want to work anytime, anywhere, with the flexibility to balance work and home obligations. They want modern interfaces that are as easy to use as the apps they work with in their everyday lives.

Now that applicants can look beyond physical locations to find an employer, organizations that offer the best employee experience can attract and

retain the top talent, leaving the laggards behind.

Read on to learn how Verint Workforce Engagement solutions address these changes to give your organization a competitive advantage.

“We have a once-in-a-lifetime chance to rethink our workplaces, work models and workflows from the ground up. Let's not waste it. And let's not forget what's at stake.”

**Gartner®**

*Future Of Work Reinvented, August 2021*

[See the Gartner e-book. >](#)

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## The right people. The right work. The right moment.

With Verint's AI-powered forecasting and scheduling solutions, you can optimize your staffing across all engagement channels, as well as your back office and branch locations. These solutions go beyond just traditional schedules and adherence, to power your business into the future. With Verint, you can:

- Schedule work for bots as well as humans.
- Support the new work-from-anywhere paradigm, as well as a safe return to office.

- Allow employees to pick up shifts or request time off with the swipe of a finger.
- Maximize scheduling flexibility to support the gig economy.
- Digitize and automate elements of the hiring process.
- Manage your back-office and branch workers, even shifting contact center interactions to these employees as needed.

Now that's the future of work.

"Google is looking to use the Verint solution to help plan and manage the workforce, which is distributed across the globe."

**RAJEEV SHRIVASTAVA,**

*Co-Lead and General Manager  
for Customer Conversations Platform, Google*

**With Verint forecasting and scheduling solutions,  
our customers have:**

- Lowered costs by eliminating overstaffing and unnecessary overtime.
- Improved customer experience by reducing time to answer, average handle time, and first-call resolution.
- Reduced attrition rates and increased employee engagement.

## “Your call will be monitored for quality purposes...”

It’s an old message that’s ready for a makeover. Verint quality and compliance solutions offer the next generation of quality management, with capabilities such as:

- Automating the end-to-end quality process, from scoring to assigning coaching.
- Assessing the quality of all human interactions across digital and voice channels.
- Assessing the quality and compliance of bot interactions in self-service channels.

- Providing real-time assistance to improve productivity and compliance.
- Freeing up supervisory resources from monitoring activities to focus on coaching and improvement.

With traditional quality programs, most organizations screen less than 3% of human interactions and none of their bot interactions. This leaves a massive blind spot in tracking your compliance that could cost you millions. With Verint, you can track common compliance risks on 100% of interactions out of the box.

“Automated Quality Management allows our quality agents time to coach the agents more. It allows the quality agents to spend more time with the agent and focus on the areas where we can see the agent is struggling.”

**CATHY BURFORD,**

*Speech and Data Analyst,  
Army & Air Force Exchange Service*



[Watch Video >](#)

## The customer conversation goldmine.

What are your customers looking for? What issues are they having? What frustrates them the most? Verint Interaction Insights solutions can enable you to understand the issues and answer these questions.

Rated the #1 solution for customer satisfaction, our speech analytics solution is the most globally used solution on the market. Our cutting-edge AI-powered transcription engine produces best-in-class comprehension accuracy for higher and faster ROI.

But we don't stop there. As more customer conversations occur in digital channels, Verint Interaction Insights solutions allow you to analyze conversations across text-based channels as well. You can also analyze the desktop activities of your agents and back-office workers, allowing you to get to the root cause of potential inefficiencies and sources of customer frustration.

<sup>1</sup> DMG 2021 Interaction Analytics Product and Market Report (May 2021)

<sup>2</sup> OpusResearch Conversational Intelligence Intelliview (August 2021)

<sup>3</sup> CRM Magazine (August 2021)



#1 customer-rated for product capability and effectiveness<sup>1</sup>



Leader in Conversational Intelligence by Opus Research<sup>2</sup>



Top 5 rated Best Contact Center Analytics by Destination CRM<sup>3</sup>



80 languages and dialects supported

## Help when you need it.

Today's agents must answer complex questions, follow detailed procedures, watch for fraud, and aim for efficiency. On top of that, they must maintain empathy with the customer at all times. With so much to remember, real-time assistance is essential.

Verint real-time work solutions can "listen" to contact center interactions in real time, identifying significant events based on the words spoken, acoustic cues such as silence or overtalk, or desktop application usage. When one of these conditions is found, agents are

notified in real-time with advice to improve the outcome of the call. Real-time work solutions can assist the agent with:

- Reminders to use empathy
- Appropriate policies and procedures
- Contextual knowledge articles
- Cues to prevent long holds or interruptions

“While an employee is talking to a customer, Verint Real-Time Speech Analytics directly provides them with up-to-date information based on what is being discussed.”

**DELIANE SCHIMMEL,**

*Manager Advice and Service, Florius*



[Read Case Study >](#)



## Workforce Engagement is powered by Verint Da Vinci AI and Analytics

Infused with advanced machine learning models, natural language processing, intent recognition models, predictive modeling, and analytics engines embedded in Verint Cloud Platform, Verint Da Vinci™ AI and Analytics activates insights and automates experiences across your business.

Built on market-leading customer engagement data from billions of real-world interactions every

year and constantly innovating using expertise from Verint AI Labs, Verint Da Vinci drives a broad range of solutions within the platform.

Verint Da Vinci elevates AI and analytics into insights and actions to turn your AI ambitions into meaningful and measurable outcomes.



# Workforce Engagement Is Part of Verint Cloud Platform

Verint Cloud Platform is designed to help you reduce operating costs and elevate customer experience. Powered by Verint Da Vinci AI and Analytics, the platform delivers best-in-class applications and services to help drive significant ROI – including Workforce Engagement, Digital-First Engagement, and Experience Management. Verint Cloud Platform is open and works seamlessly with your existing ecosystem to close The Engagement Capacity Gap.

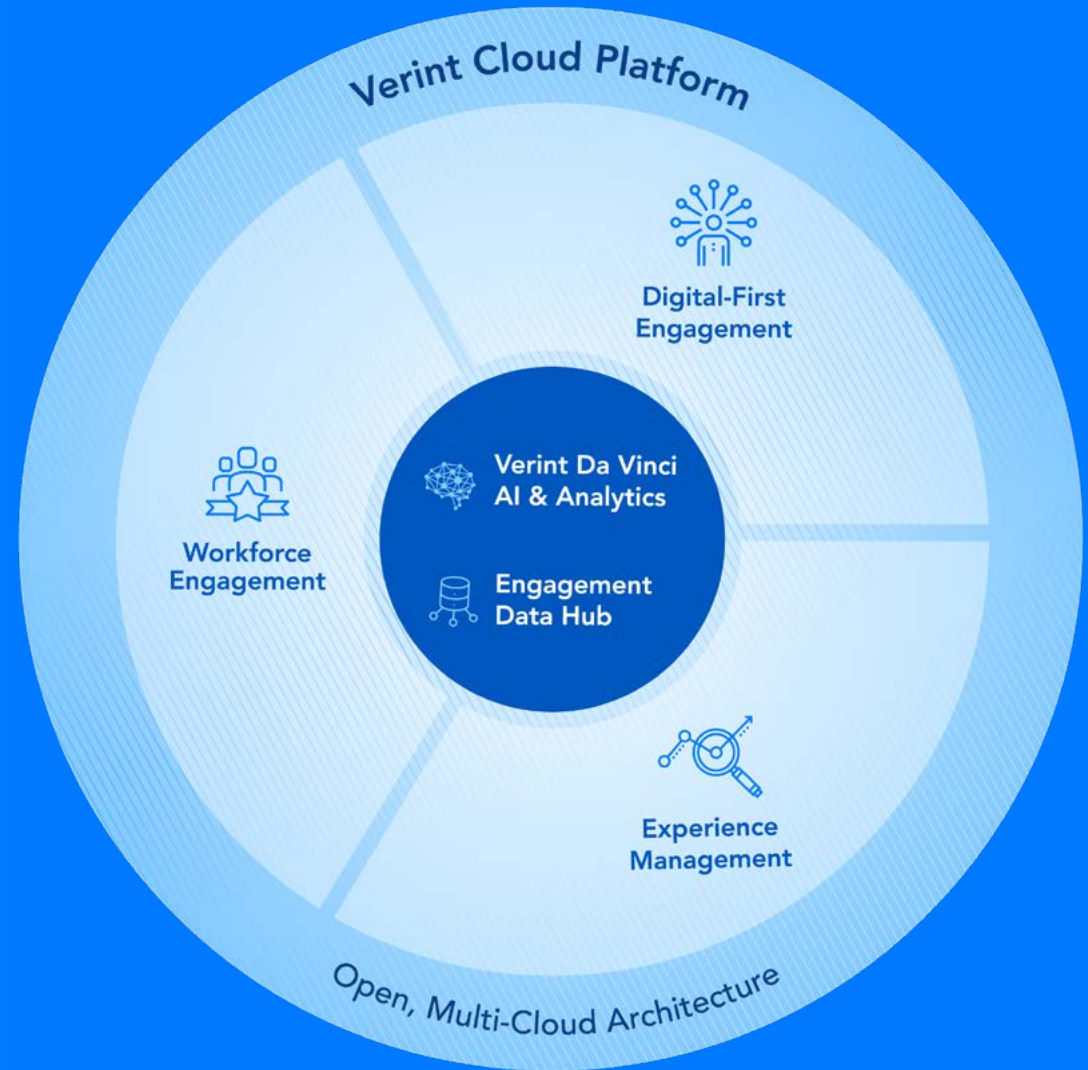
**10-point** improvement in Net Promoter Score®

**40%** increase in customer renewals

**78%** of all messaging and social conversations automated

**30%** increase in revenue per booking

Statistics compiled from a representative set of Verint customers. Results may not be typical.



## Get Immediate, Impactful Results

With Verint Cloud Platform, customers can see wide-ranging, measurable, and immediate results when they embrace Verint's world-class AI technology and partner with our team of experts. Here are some of the ways in which our customers are closing The Engagement Capacity Gap with Verint:\*

**\$42**

million cost savings  
from improved contact  
center management

**44%**

reduction in customer  
engagement costs

**20%**

improvement in  
employee productivity

**23%**

reduction in  
employee turnover

**391%**

ROI after three years

\*All statistics from The Total Economic Impact™ Of Verint from Forrester, June 2021.

# VERINT®

The Customer Engagement Company™

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