

Verint Workforce Management



In today's customer service operations, the volume of calls, contacts, and work can be moving targets. And when you factor in multiple sites, expanded media options, staff proficiencies and preferences, complex work rules and types, and customer expectations, the task of forecasting and scheduling can become difficult to manage without sophisticated analysis.

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Automate and Optimize Scheduling

Since staffing can account for up to 70 percent of your contact center operating costs, it's important to schedule and manage employees effectively. Verint Workforce Management can measure and leverage the talents and preferences of individuals, align their skills and proficiencies with your business objectives and customer needs, and produce optimum schedules.

As a result, you can reduce the risk of overstaffing, minimize overtime, provide employees with the schedules they actually prefer, identify time-off opportunities, and reduce shrinkage. What's more, the solution can automate routine administrative tasks, freeing supervisors to coach their staff.

Now you can:

- Forecast daily and long-term workload, monitor adherence to schedule, and enable intra-day trends to be tracked against forecasts for quick action.
- Create employee schedules to help meet service levels consistently and cost effectively, while accommodating employee proficiencies, quality scores, skills, preferences, and performance.
- Support inbound, outbound, blended media, in-house, outsourced, and virtual operations in contact center, back-office, and branch customer service environments.
- Provide a single, unified solution to help organizations balance customer and employee engagement with cost constraints across customer-serving departments.

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Schedule and Manage Your Staff Effectively

Verint Workforce Management can help you produce optimal schedules by balancing defined shift rules, work patterns, breaks, off-phone times, and service-level goals with individual skills, proficiencies, and preferences, which can enable you to:

- Accommodate dedicated, blended, or task-switching environments.
- Schedule meetings and training without impacting service levels.
- Comply with government, union, and “time-banking” regulations.
- Create centralized forecasts and schedules with a single point of control over the entire network, or decentralized schedules that allow for decision making at individual sites.
- Schedule based on skill priorities that align with your contact routing strategy.
- Develop optimized, long-term plans for capacity, staffing, hiring, and vacation.

Benefit from Automation and Self-Service

Verint Workforce Management can provide a real-time, graphical view of forecasted, actual, and predicted contact volume, handle time, service-level statistics, and more. You can configure email alerts and screen pop-ups to notify users of deviations from plan and use trends to reforecast, reschedule, and adjust your staffing.

With its intraday management functionality, you can:

- Track and compare actual, forecasted, and required statistics.
- View deviations in key contact center metrics.

- Assess trends and historical data.
- Identify, understand, and proactively resolve variations to plan.
- Schedule overtime, or provide employees with voluntary time off in overstaffing and understaffing situations.

Using the solution, staff can easily manage their own schedules without impacting service levels. They can:

- Request preferences for start times by day, and preferences for days off in the week.
- View projections for periods of under- / over-staffing, enabling them to request blocks of voluntary time off, or overtime that aligns with their individual skills and proficiencies.
- View published schedules, calculate time-off accruals, and check the status of shift swaps, shift bids, time off, and vacation requests.
- Post, negotiate, request, and withdraw shift swaps via an online swap board that includes an automatic conflict checker. Information is forwarded to managers for quick and easy processing.
- Create, withdraw, and be wait-listed on time-off requests down to the nearest minute, hour, or day.
- Access scheduling information and perform a variety of schedule change request activities at any time, right from their mobile devices.

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 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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