Workforce Engagement

Solution Overview

Presenter Name

Position

DATE | LOCATION

VERINT®

Interaction Insights and the Verint Platform

Forecasting and Scheduling

Verint Workforce Engagement Platform

Verint Cloud Platform

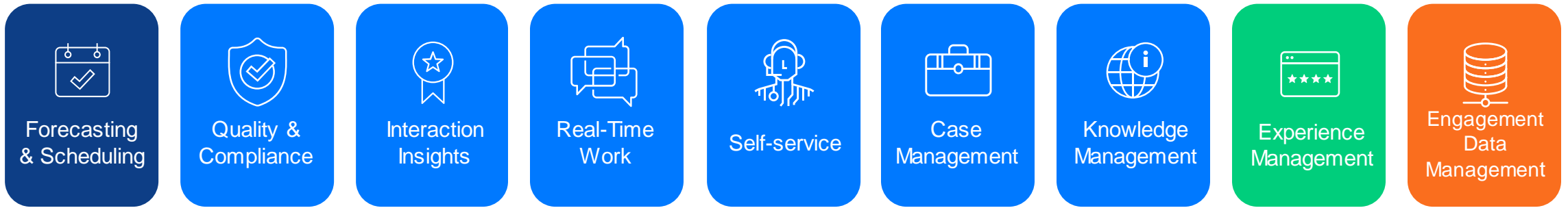| Forecasting & Scheduling | Quality & Compliance | Interaction Insights | Real-Time Work | Self-service | Case Management | Knowledge Management | Experience Management | Engagement Data Management |

AI & Analytics

Verint Da Vinci™

The Customer Imperative

Companies need visibility into employee productivity to drive forecast accuracy and maximize efficiency

Forecasting & Scheduling: Critical to Address Change

- Ongoing evolution of "work from anywhere" even after the Pandemic response

- Balancing mix of work between human and bots

- Continuing shift in channels… more digital

- Cross use of workforce in different departments

- Employee's increasing expectation for flexibility (gig economy)

- Need for employee well-being and welfare

Analyst Perspectives

Future Contact Center Outlook 2025 – 2040 (published 2020)

- WFM software continues to be viewed as the most important productivity tool in a contact center

- AI-enabled, adaptive real-time forecasting and scheduling solutions will replace traditional WFM solutions in 8-10 years

- WFM solutions will transition to real-time solutions, altering the scheduling and staff planning paradigm in 8 years

Market Guide for Workforce Management Applications, August 21, 2019.

- By 2023, at least 95% of new WFM application sales will leverage cloud-based deployment models

The Solution: Workforce Management with Scorecards

Gain Insight and Drive Efficiency

- **Gain insight into performance** with productivity metrics by channel type and comparison to goal

- **Out-of-the-box workflows** for alerting of outlier performance and drill-throughs

- **Automation workflows** that utilize performance results to update rank for shift and vacation bidding

- **Value of cloud platform** with expanded use of external KPIs and workflows across the product suite

- **Pre-built integrations** into multiple source systems allows for easily deployment and time to value

Workforce Management

- Multi-channel forecasting and schedule with purpose-built algorithms designed and tuned specifically for the contact center

- Skill and proficiency-based scheduling improve service goal projections which schedules that reflect each individual employee's proficiency level for a particular skill and media type

- Skills-based Net Staffing Ribbon lend automation of overtime, voluntary time off and shift change requests based on net staffing

- Auto-breaking intelligently optimize employee schedules so that regulatory break and lunch rules continue to be met

- Smart automated rules driven by AI approve employee requests based on business polices

- Mobile application provide employees with scheduling and requests while on the go
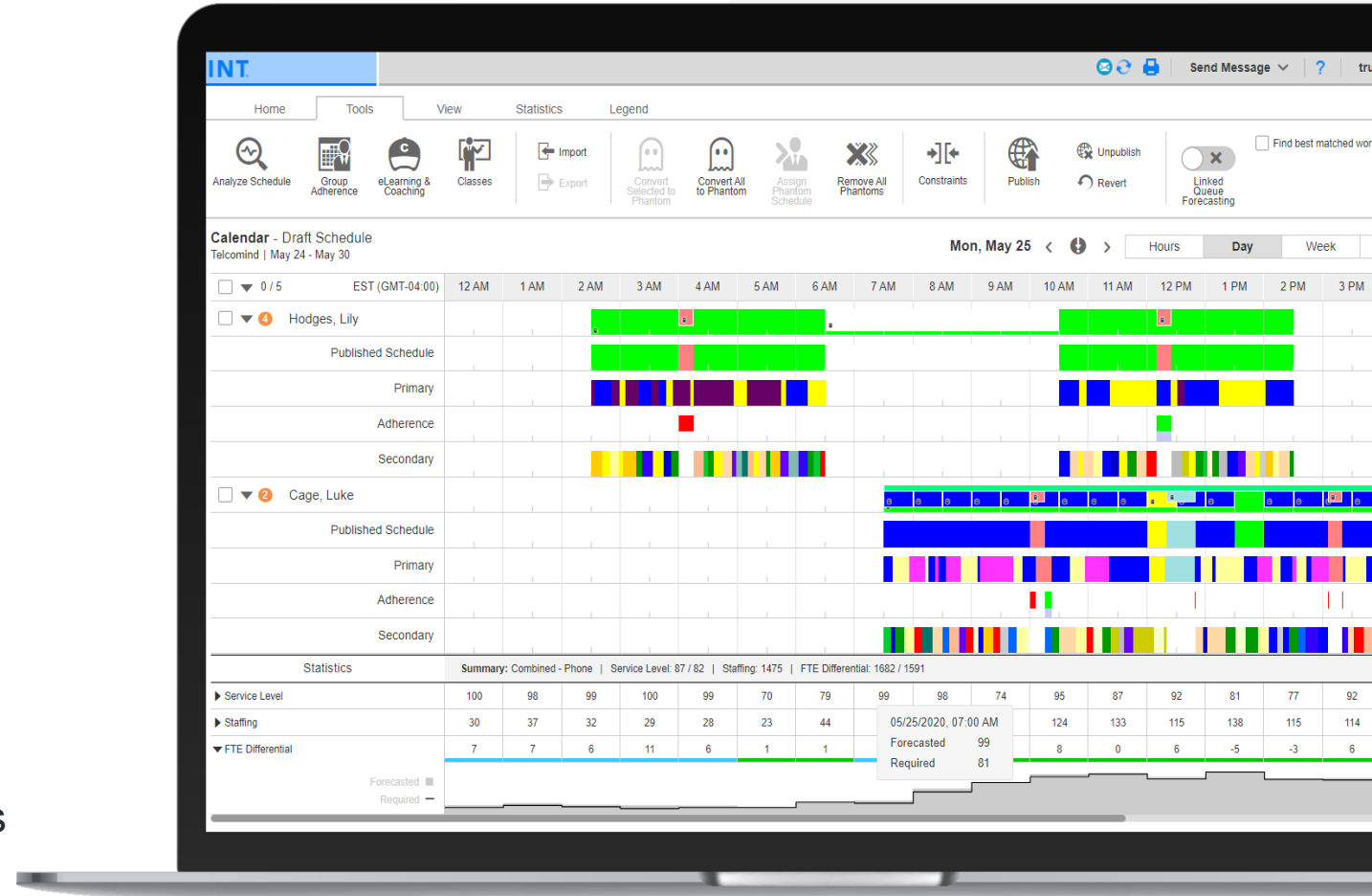
Mobile Work View

- Bid for shifts or request swaps anywhere

- Avoid missing opportunities

- Get notifications without having to check a web application or email
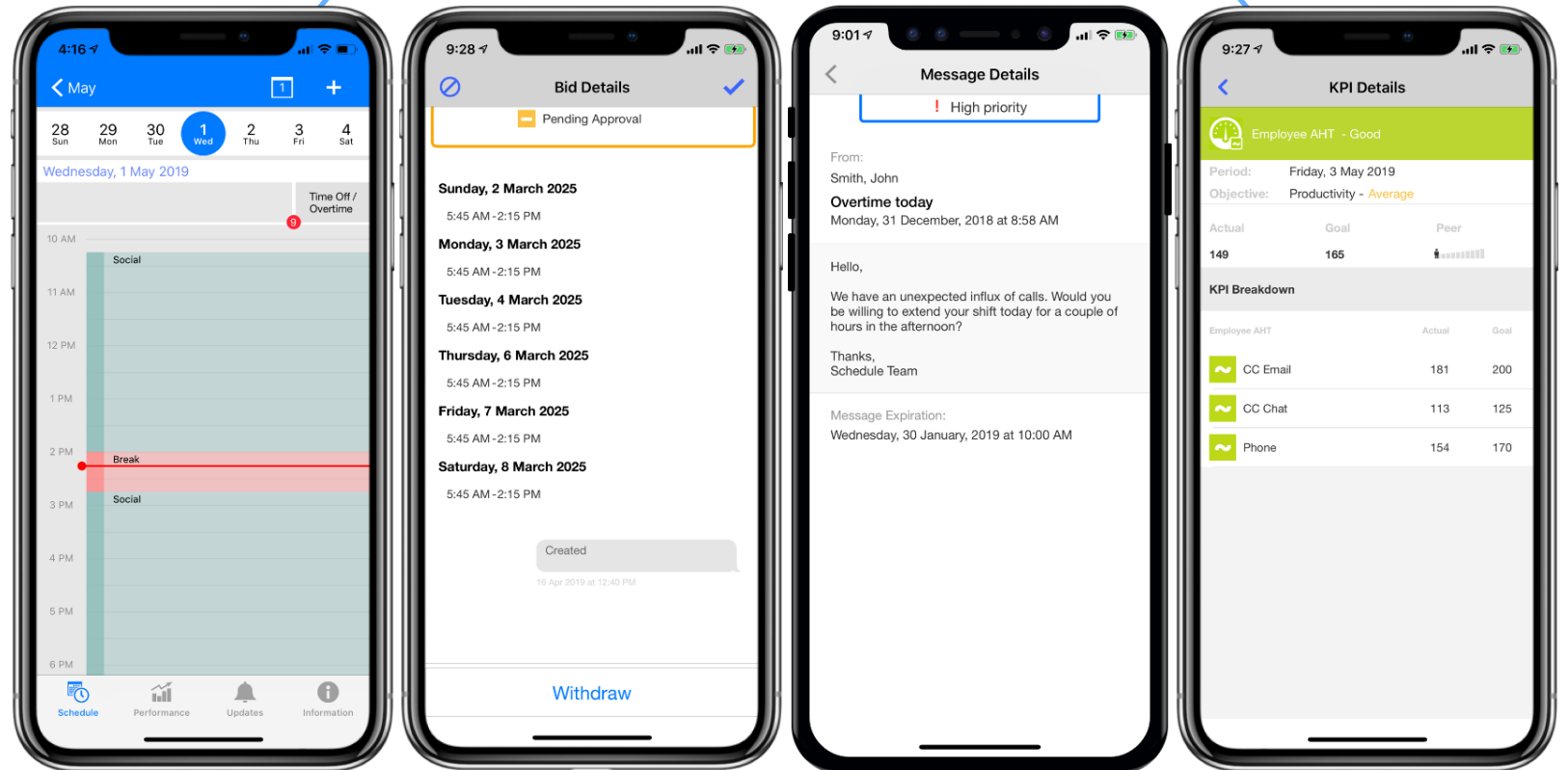
Operations Manager

- Automated multi-channel transaction capture & visibility of all resources. A single source of truth of the work, people and processes.

- Capacity planning & line balancing. Match workloads with available resources. Know what is needed to get the work done.

- Real-time performance dashboards & analytics. Drive employee productivity, velocity of work completion.

- Automated skill-based work prioritization & allocation. Right people, right skills at the right time.

- End-to-end process and service management. Achieve SLA and have transparency of entire customer journey.

- Work Item Quality Sampling and Routing. Reduce re-work and flowback work.
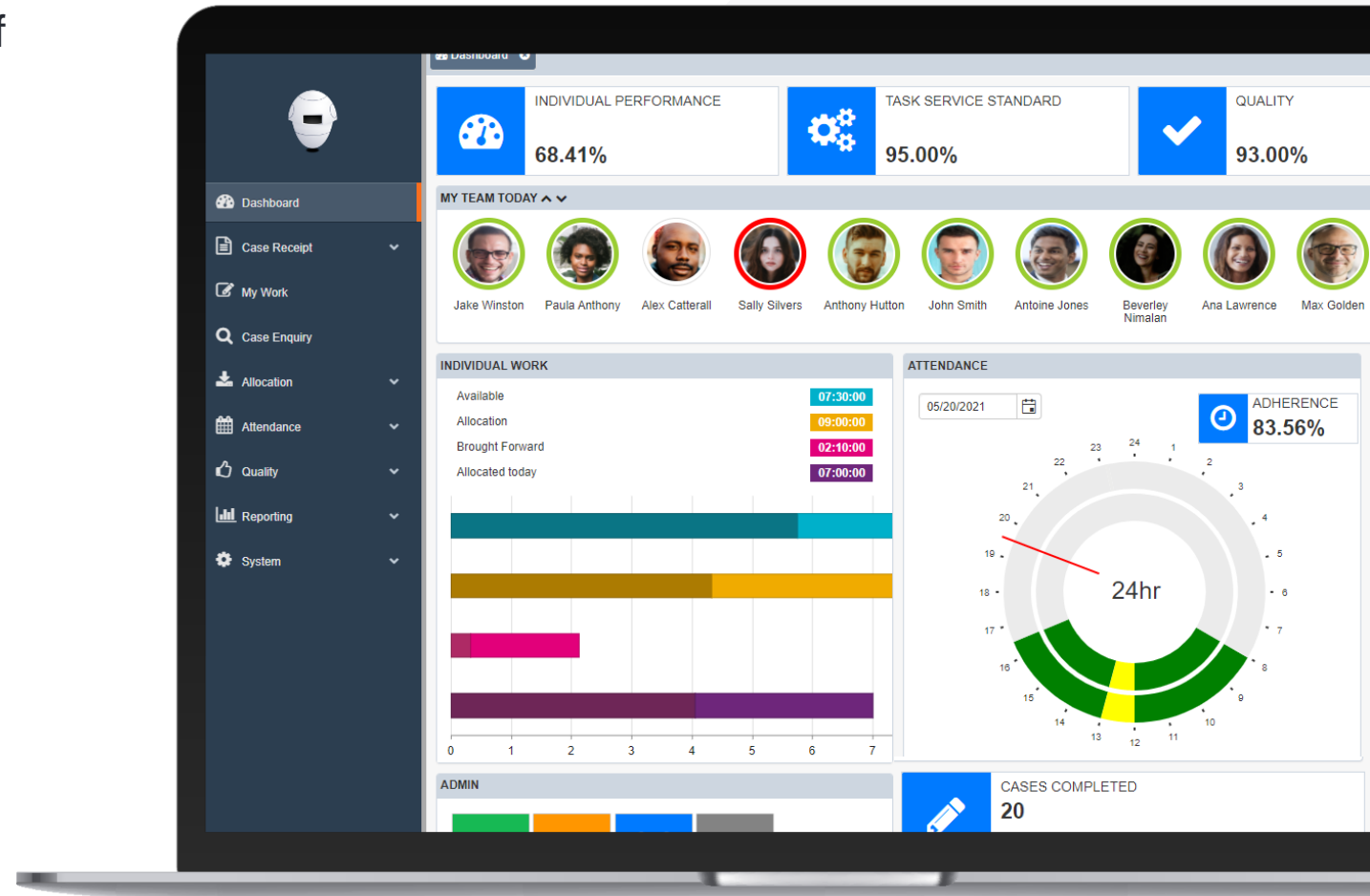
Operations Visualizer

- Virtual walk around management: real-time operational visibility to coach employees or redirect their attention.

- Historical trending to better balance production. Full view of employee focus of time, not just a snapshot.

- Leaders can see when perhaps they are making decisions that take employees out of production too much because now, they can quantify it.

- Identify impediments to focusing attention on production, such as system outages Quantify the impact to support strategic investments.

- Dashboard metrics enable employee self awareness allows them to adjust, uplifting the amount of time they focus attention on production activity.
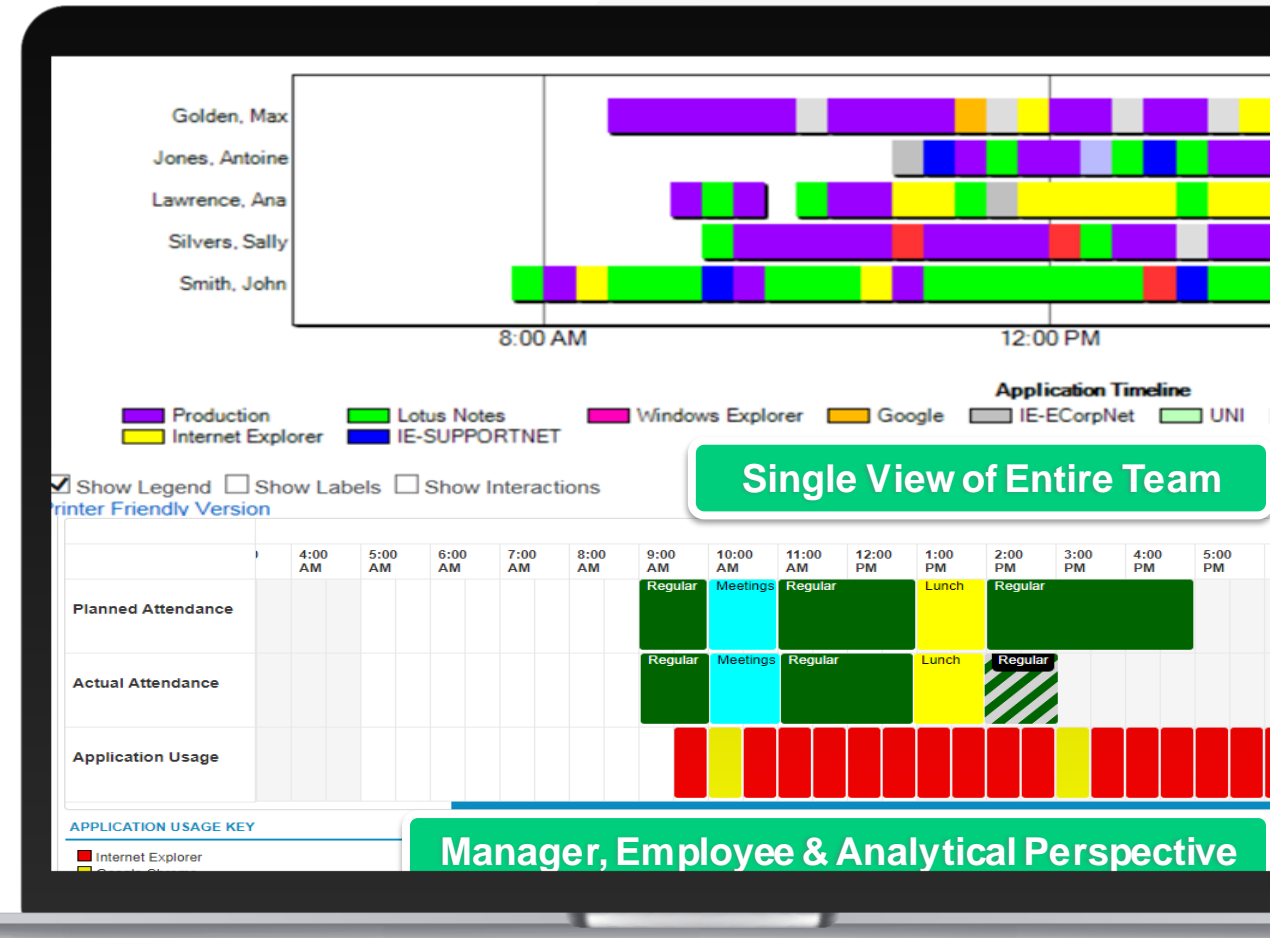
Performance Management

- Allows organizations to effectively practice performance management

- Facilitates exploration for root cause of issues across employees and KPIs

- Aggregates data from different systems into informational KPIs with context

- Automatically surfaces KPIs that represent an opportunity for improvement based on user-definable criteria

- Alert rules to notify when KPI scores fall outside of range and assign coaching or learning to change employee behavior

- Out-of-the-box workflows with drill-throughs to quality interactions and scheduling with WFM

- Allows easy extensibility and maintenance by business users
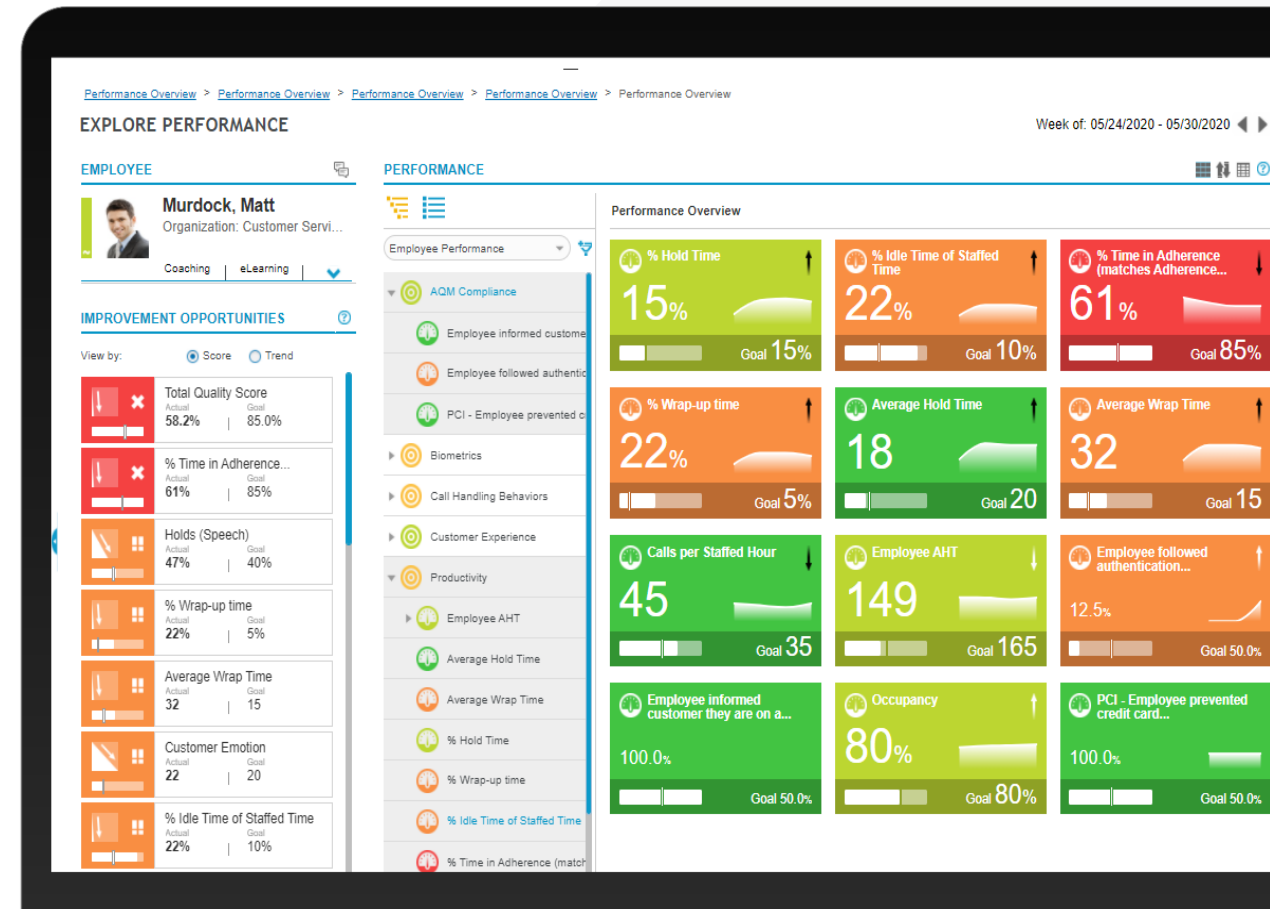
Verint Workforce Management – Unique WFE Workflows

Adherence and Desktop Activity
- Align screens in focus along adherence view
- Measure productive, non-productive or idle time and view as KPIs
- Reports that will help you understand handle time impacts such as applications being used longer than expected.

Quality Performance-driven eLearning and Coaching
- Quality KPI scores can trigger alerts when they fall outside of set thresholds
- Assignment and scheduling (through WFM) of coaching and eLearning courses
- Trend employee performance change after Coaching and eLearning
- As employees cross-train to other skills, use measurements understand where they are best cross-utilized

Performance-based scheduling – Shift Bidding
- Peer KPI score can be used to auto populate employee rank
- Shift bid preferences for higher performing / ranking employees

Pre-defined KPIs for Verint Workforce Management, Quality Monitoring, Customer Feedback, Speech and Desktop and Process Analytics
- At-a-glance view into efficiency and effectiveness

Customer Success

PRIVATE EDUCATION COMPANY

Reduced headcount by **15 percent** and overtime by 37 percent in the back office

Increased productivity by **5% to 15%** in various back-office departments

DIVERSIFIED FINANCIAL SERVICES COMPANY

Reduced abandonment rates by **50%** within collections team though more accurate staff forecasting

TRANSPORTATION COMPANY

Scaled from **300** agents to **1500** and now offer instant PTO approval

INSURANCE COMPANY

Significant gains in capacity and reduction in overtime

DIGITAL FINANCIAL SERVICES

Improved schedule adherence by **60%**

Quality and Compliance

Quality and Compliance and the Verint Platform

Verint Cloud Platform

Forecasting & Scheduling	Quality & Compliance	Interaction Insights	Real-Time Work	Self-service	Case Management	Knowledge Management	Experience Management	Engagement Data Management

AI & Analytics

Verint
Da Vinci™

Why Do Companies Have Quality Programs?

Improve Performance of Employees and Bots

Improve Behavioral Compliance of Employees and Bots
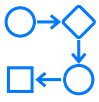
Strategic Insight + **Real-Time Action** = **Performance and Compliance**

The Challenge with Traditional Quality Programs…

Traditional Quality programs only cover 1-3% of calls

Usage of digital channels and bots has exploded, and many companies don't monitor these interactions at all

With the move to Work From Anywhere, supervisors have lost the visibility and insight that came from being able to 'walk the floor'

The ever-changing regulatory environments make it increasingly harder to check compliance of humans and bots across voice and digital channels

There are typically no common quality workflows for Humans and Bots across channels and modalities

Analyst Perspectives

55% of contact centers will transition from traditional QM solutions to AQM within 10-15 years

It's time for the entire QM process to be re-imagined. Companies appreciate the importance of performing QM, but do not have adequate resources to assign to this highly manual task. And now there is a need to perform QM on a growing number of new channels, which is spreading their resources even thinner.

Future Contact Center Outlook 2025 – 2040 (published 2020)

DMG
CONSULTING LLC

Streamlining the Contact Center for the New Normal, 2020

FORRESTER®

The traditional approach of sample-based quality monitoring is ineffective and exposes you to compliance risk, particularly with a mix of remote and on-premises workers. **Invest in quality monitoring platforms that can automate the QA process at scale** and process a larger volume of interactions.

Enterprise Recording

- Multi-media Record, Index, Retrieve, Store, Archive:
  - Inbound and outbound interactions, for contact center, back office and branch
  - Calls
  - Video
  - Text interactions (chat & email)
  - Face to Face conversations
  - User or Agent Screens
- Permission based record and retrieval rules
- Support for all major PBXs & ACDs
- Browser based replay
- Secure by design
- Industry Standard servers (no proprietary hardware)
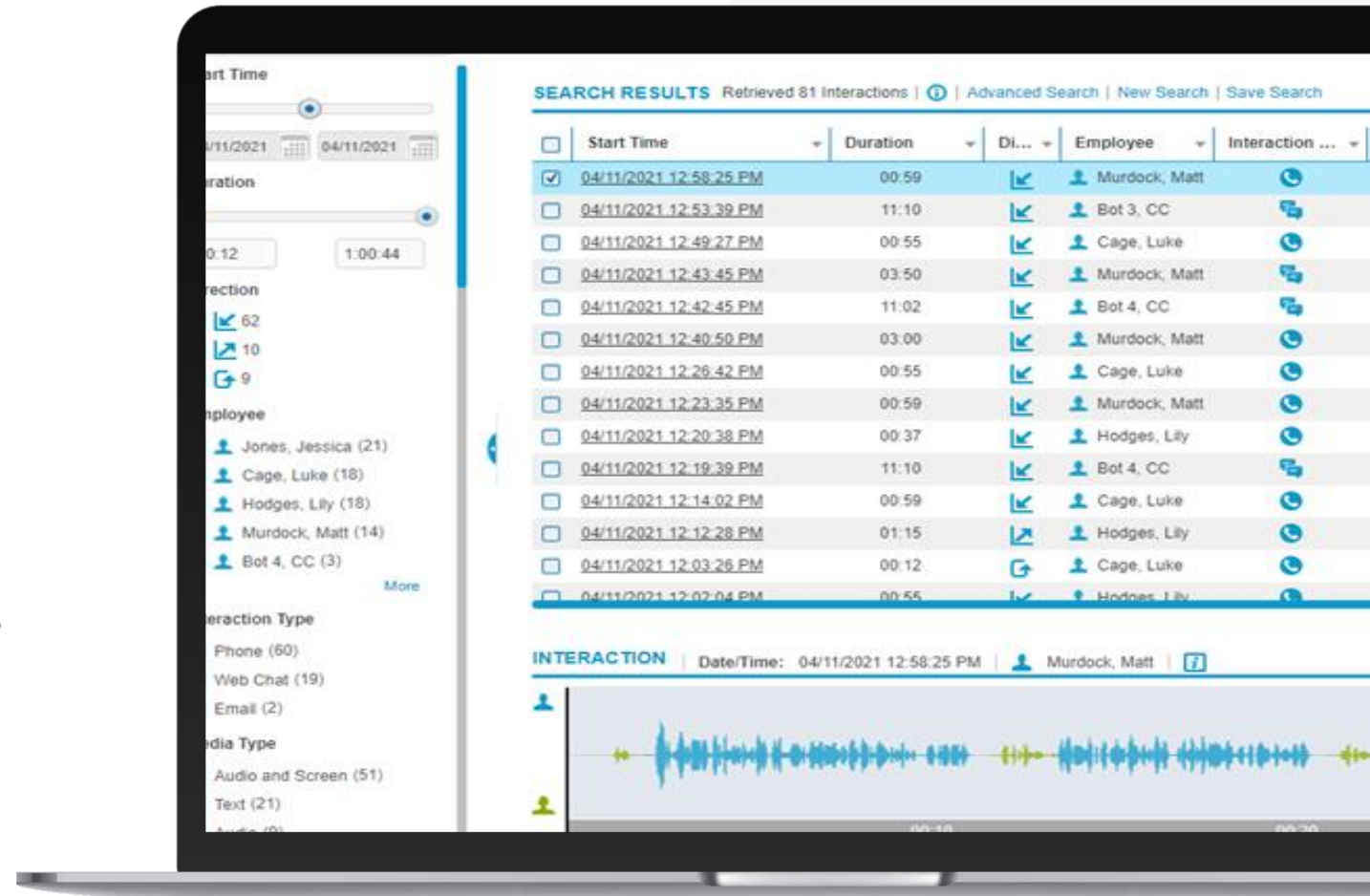
Quality Management

- Evaluate all interactions including voice conversations and associated screen data, text-based interactions (such as chat and email), and video, right from a single screen

- Single player across multiple applications – Recording, QM, Speech Analytics, ID Authentication

- Unified workspace minimizes clicks with all information needed during evaluation available in a single place

- Shared Inbox provides workflow to efficiently manage quotas across teams and evaluate an optimum number of interactions

- Smart Inbox surface random sampling of interactions based on business rules

- Employee Quickview provides one-click access to performance, learning and coaching history
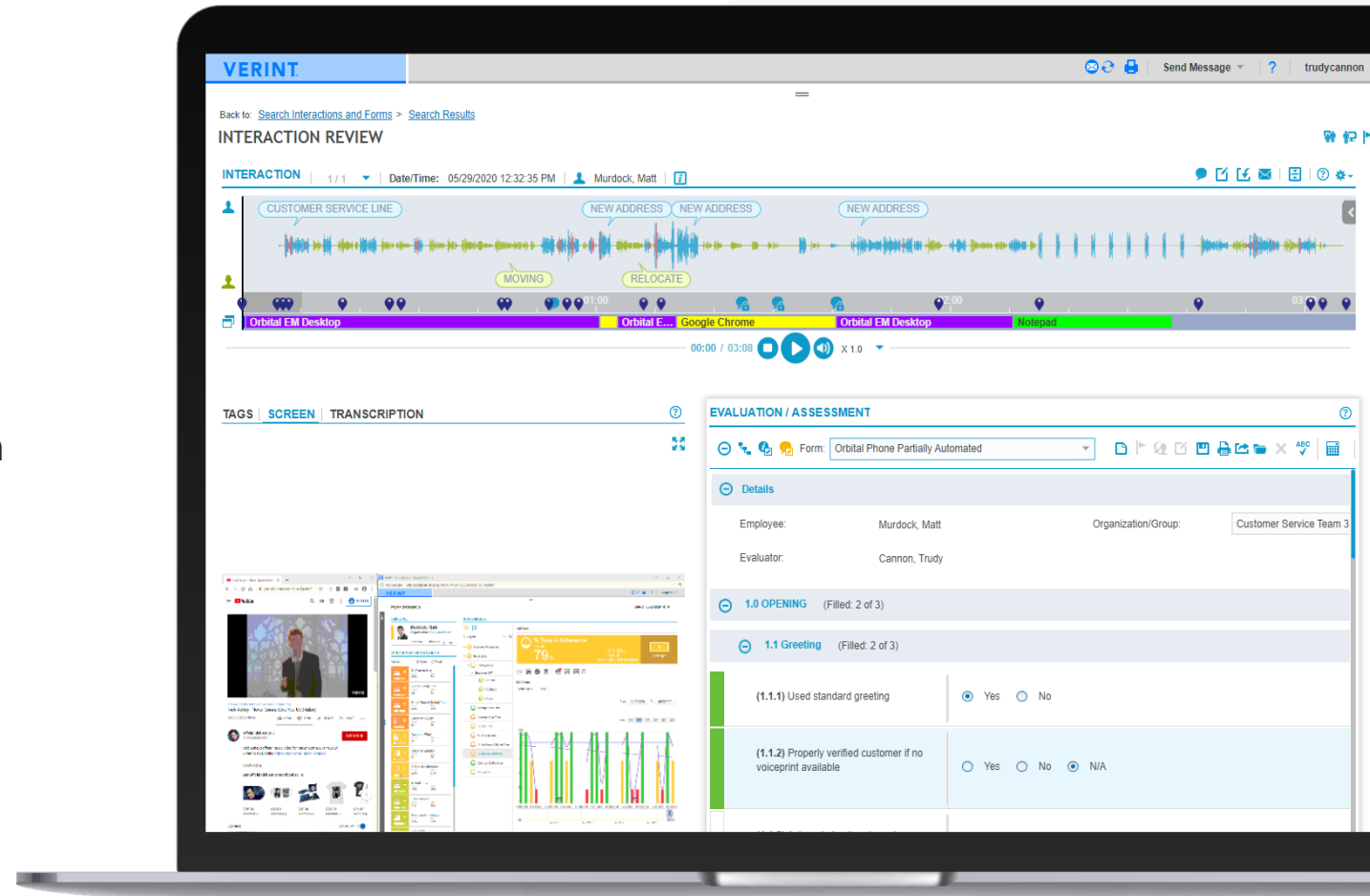
Automated Quality

- Automatically review 100% of calls for insight into performance and compliance

- Automated scoring for voice conversations and text-based interactions (such as chat and email)

- Automatically alert when agent performance fall below acceptable range

- Out-of-the-box workflows for notifications, assigning coaching and training

- Compare agent performance across all employees and see how agents stack up against each other

- Agent KPIs provide trend of performance over time with coaching and learning event markers and drill-throughs to best and worst interactions
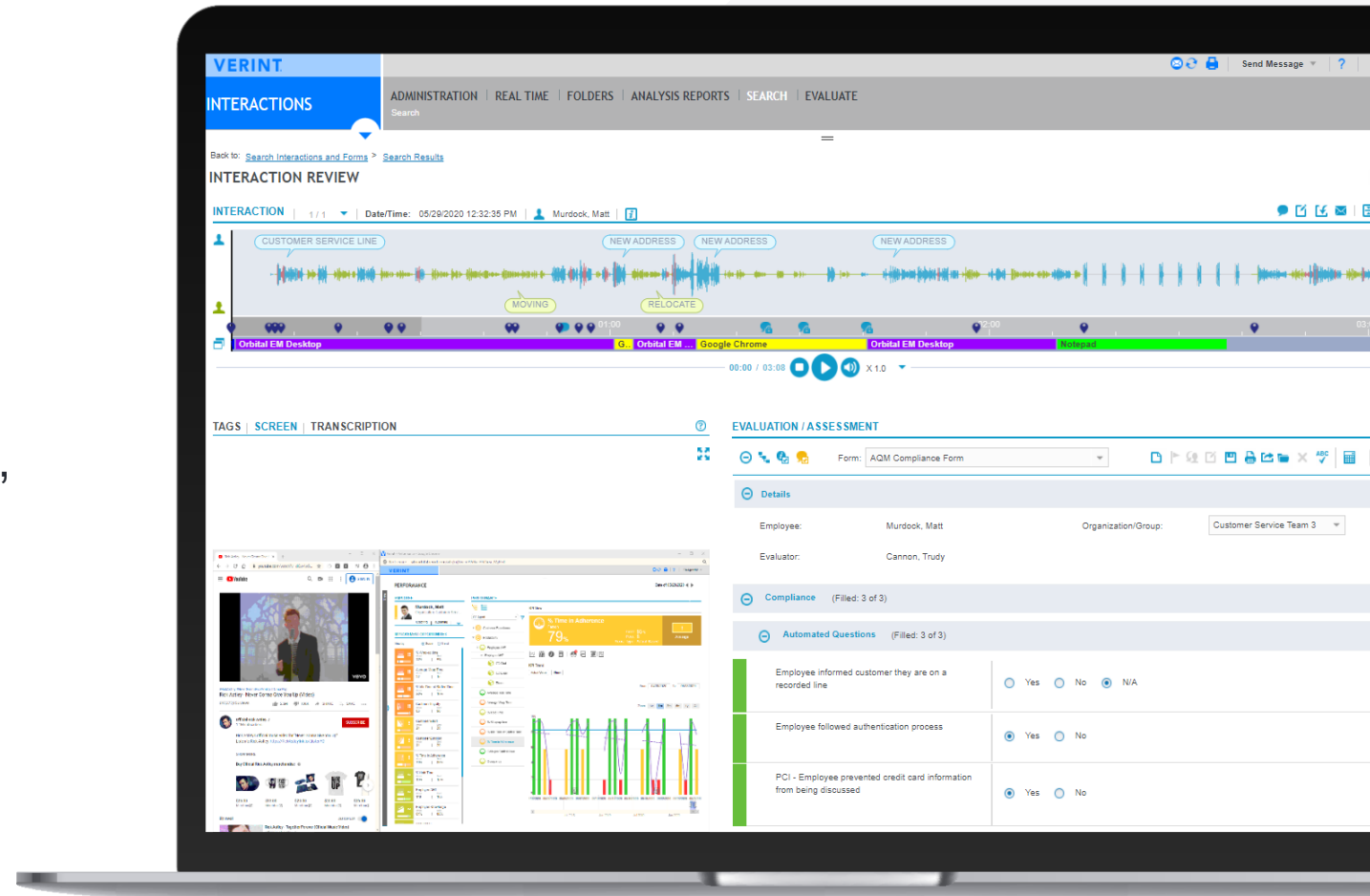
Verint Compliance Triggers

Compliance Triggers captures specific desktop events to trigger alerts or actions

- Pause and resume recordings for PCI Compliance based on action taken on desktop

- Generate a desktop prompt to provide process guidance in real time.

- Send an alert to manager based on action taken

- Tag interactions for easy retrieval and analysis.

- Path studio for simplified trigger design and management.
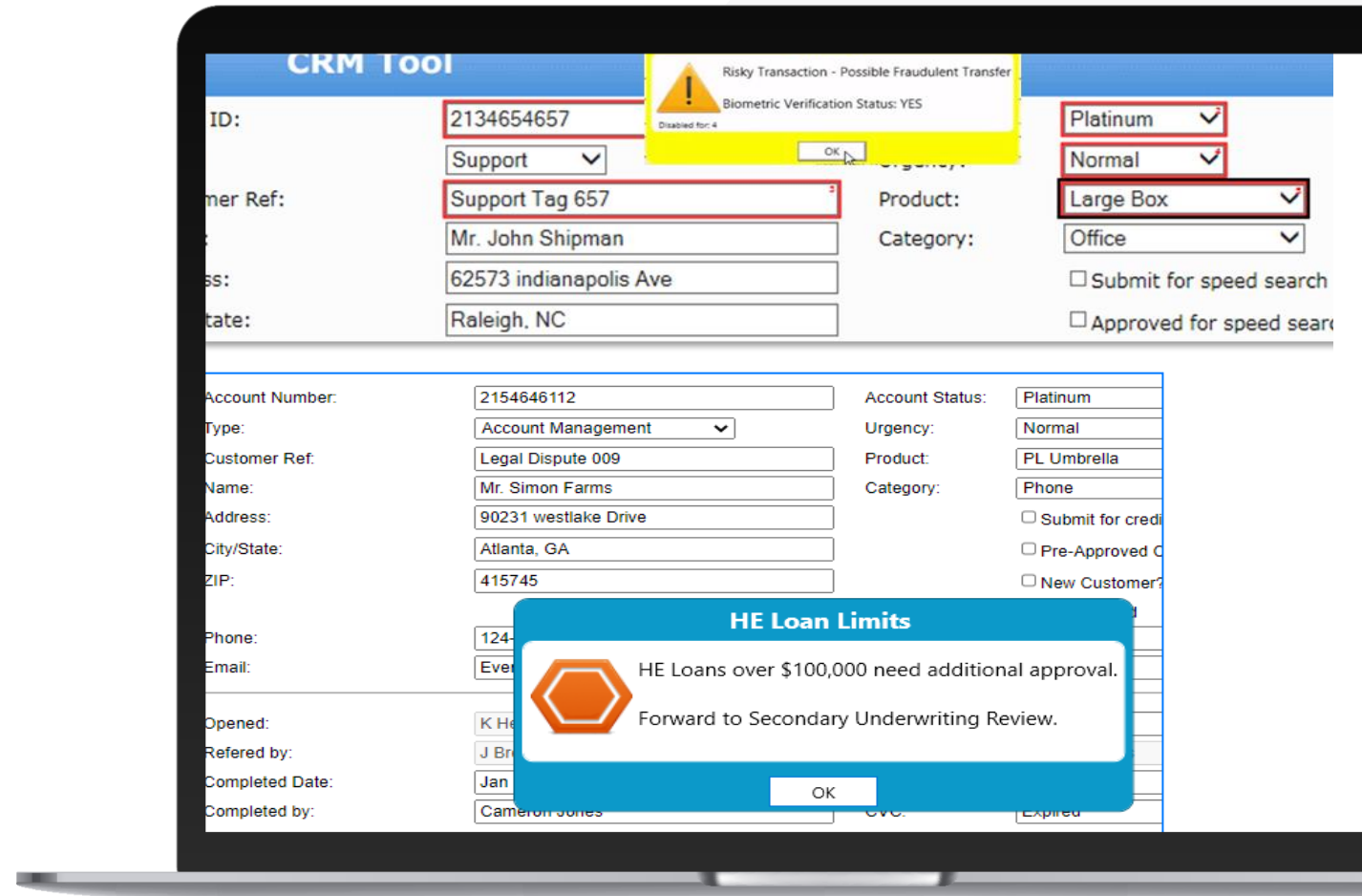
Scorecards

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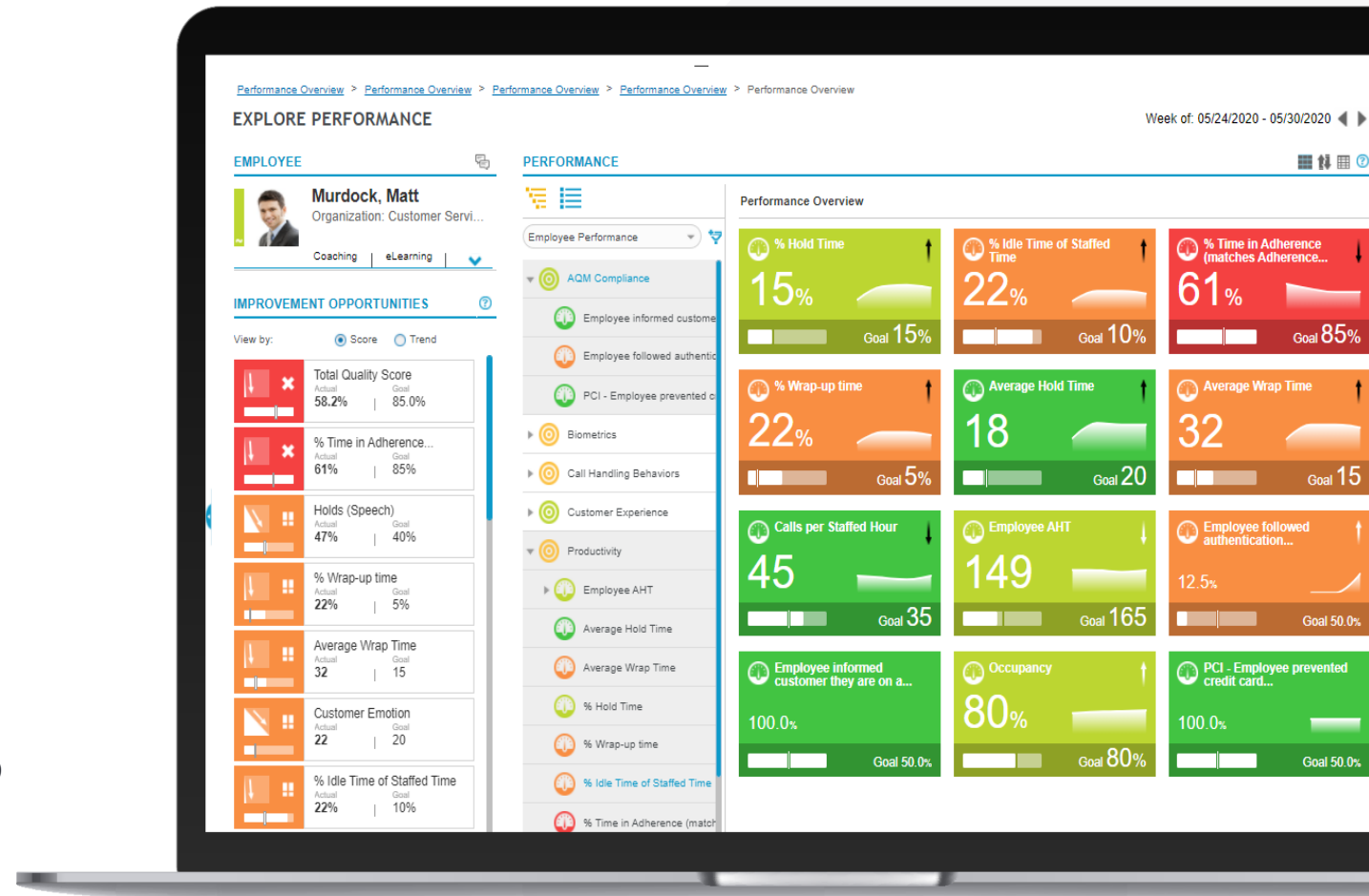
Verint Marketplace

- Complimentary access for Verint customers

- Pre-built and tested rules for AQM

- Reduces time to value

- Simple way to begin automating several quality questions
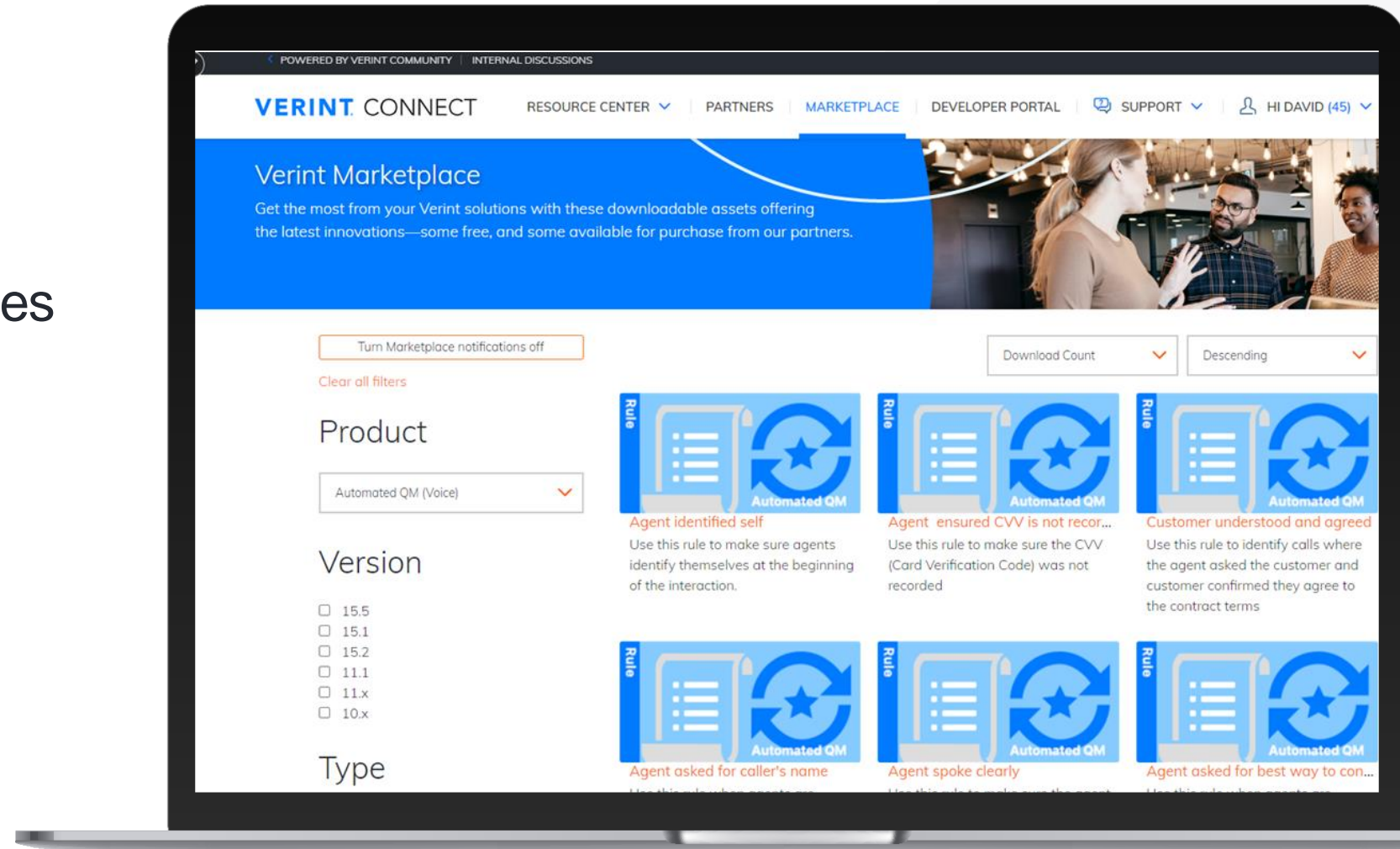
Verint Quality and Compliance – Unique WFE Workflows

Unified Player with Desktop Activity and Analytics
- View applications usage with interaction playback
- View analytics keywords, categories and transcript all while playing back the interaction
- Quick view of scorecard KPIs, coaching and elearning activity in unified player

Quality Performance-driven eLearning and Coaching
- Quality KPI scores can trigger alerts when they fall outside of set thresholds
- Assignment and scheduling (through WFM) of coaching and eLearning courses
- Trend employee performance change after Coaching and eLearning

Drill to Recorded Interactions – Best and Worst
- Immediate answers to "Where to focus time?" from Analytics Category KPI score and "How to correct problem or behavior?" from watching / listening to relevant interactions

Pre-defined KPIs for Verint Workforce Management, Quality Monitoring, Customer Feedback, Speech and Desktop and Process Analytics
- At-a-glance view into efficiency and effectiveness

Interaction Insights

Interaction Insights and the Verint Platform

Verint Cloud Platform

Forecasting & Scheduling

Quality & Compliance

Interaction Insights

Real-Time Work

Self-service

Case Management

Knowledge Management

Experience Management

Engagement Data Management

AI & Analytics

Verint Da Vinci™

The Challenges of Managing Customer Interactions

Managing customer interactions is increasingly challenging with employees working remotely, increases in volume and channels, and rapid changes in customers' behaviors and expectations

CX and Engagement
Are we meeting customer expectations?
Can we increase loyalty and reduce churn?

Customer Insights
Why are customers calling? How are their behaviors and needs changing?

CXO and Head of Customer Service

Policy and Compliance
Are we compliant and effectively managing complaints and escalations?

Revenue and Growth
How can we maximize our revenue and growth?

Efficiency and Cost
How can we reduce costs?
What can we transition to self service?

Remote employees
How can we improve employees' knowledge, skills and performance?

Verint Interaction Insights & Analytics Solutions

Verint Cloud Platform offers a holistic Interaction Analytics solution
with multiple applications and flexible QuickStart deployment options
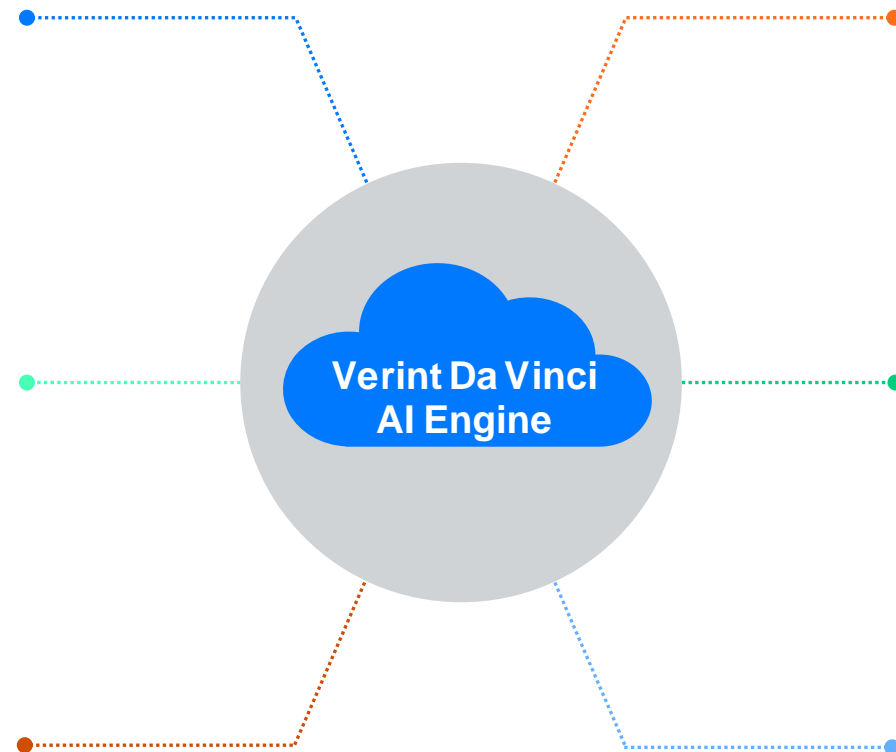
Speech Analytics

Insights from every customer call. Top-rated and most-used Speech Analytics solution in the world

Text Analytics

Unique AI-based conversational analysis. Unified Interaction Analytics dashboard

Desktop and Process Analytics

Critical meta-data for richer analysis and insights across the enterprise

Verint Da Vinci AI Engine

Automated QM

Quality Automation across attended and self-service channels on up to 100% of interactions

Real-time Agent Assist

Support in-the-moment activities with guidance and automation to enhance customer engagement while reducing costs

XM

Comprehensive management of all direct, indirect, and inferred feedback and experiences

New Breakthrough Verint Da Vinci AI Speech Engine

Verint Da Vinci AI Engine

Industry-leading Transcription Accuracy Driving over 90% Comprehension Accuracy

Fully Integrated with Verint Platform

- Cloud based service supporting on prem customers and cloud customers

Language Model Training & Continuous Accuracy Tuning

- Continuously customize to specific customer and business environment

Benefits

- Support for Stereo Transcription
- Speaker Separation in Mono and Stereo
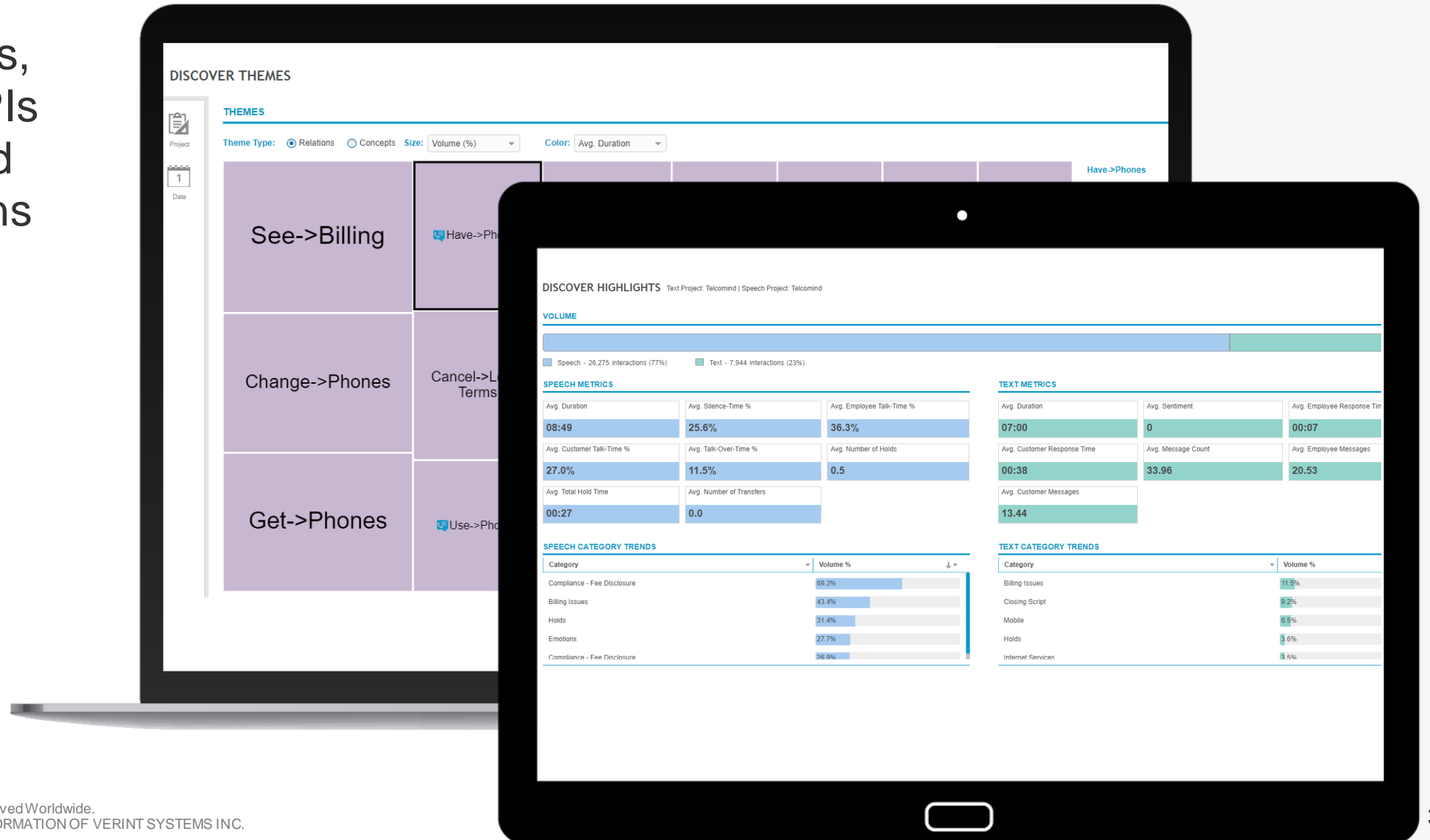- Rich Transcription Export
- Enrichment and Editing APIs

Unified Visual Insights on Every Interaction

- ✓ Call transcript
- ✓ Emotions
- ✓ Call topics
- ✓ Call events
- ✓ Agent desktop
- ✓ Tags & annotations
- ✓ QA evaluation

Unified Speech and Text Interaction Insights

Unified themes, trends and KPIs from voice and text interactions

Speech Analytics

- Improve customer loyalty and reduce customer churn by identifying interactions that lead to negative sentiment, inefficiency or other negative outcomes

- Reduce operational cost and increase revenue by identifying opportunities to optimize processes, deflect interactions to self-service, and increase conversion

- Leverage Verint Da Vinci AI Engine to transcribe and analyze 100% of interactions with highest accuracy and faster insights

- Act fast with near real time alerting capabilities

- Reduce time to insight with out-of-the-box Categories and Reports in Verint Marketplace
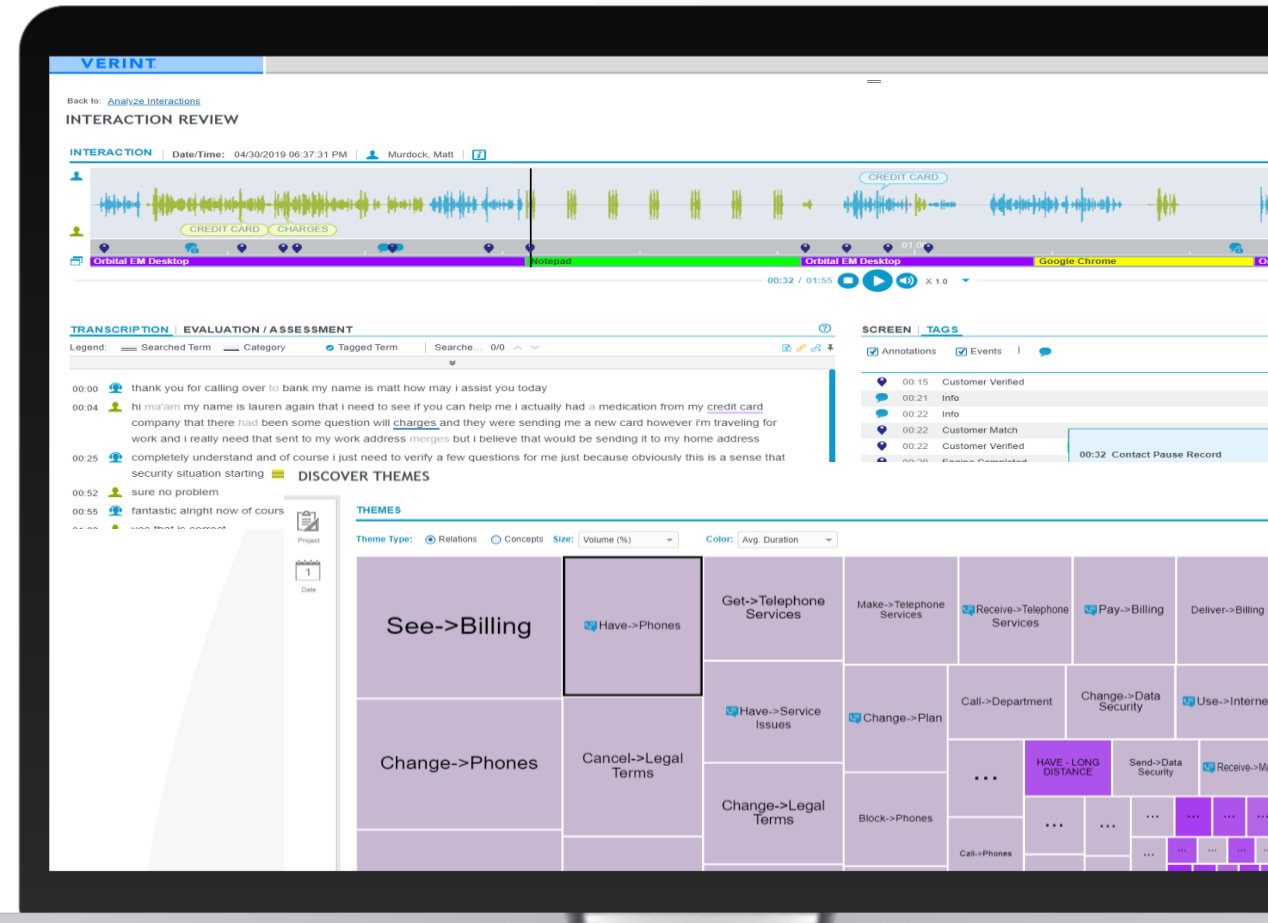
Text Analytics

- Improve customer loyalty and reduce customer churn by identifying interactions that lead to negative sentiment, inefficiency or other negative outcomes

- Reduce operational cost and increase revenue by identifying opportunities to optimize processes, deflect interactions to self-service, and increase conversion

- Leverage Da Vinci AI engine to automatically surface topics, relations and sentiment to drive root cause and identify new unknowns

- Reduce time to insight with out-of-the-box Categories available in Verint Marketplace
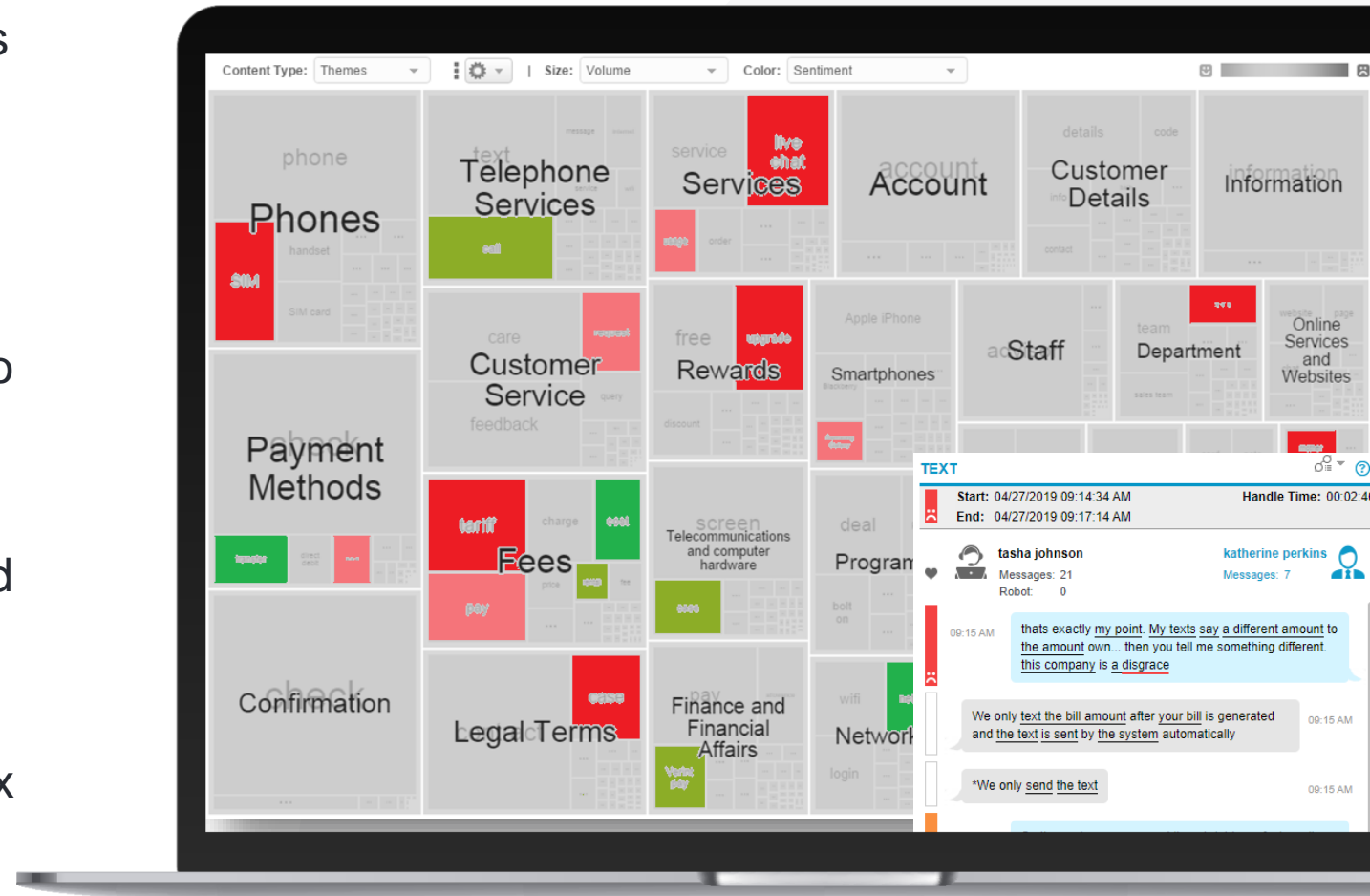
Verint Marketplace on Verint Connect

- Out-of-the-box speech and text categories and reports, with vetted comprehension accuracy and monthly updates

- Out-of-the-box reports:
  - Sentiment, Trends, Metrics, Covid 19, FCR coming…

- Out-of-the-box categories:
  - Repeat calls, Confusion, Praise, Profanity, Escalation, Churn, Complaints, Language Barrier, Happiness, Excitement, Anger…

- Accelerate set up and reduce time to insight

- Verint Connect - global speech user community sharing best practices and ROI
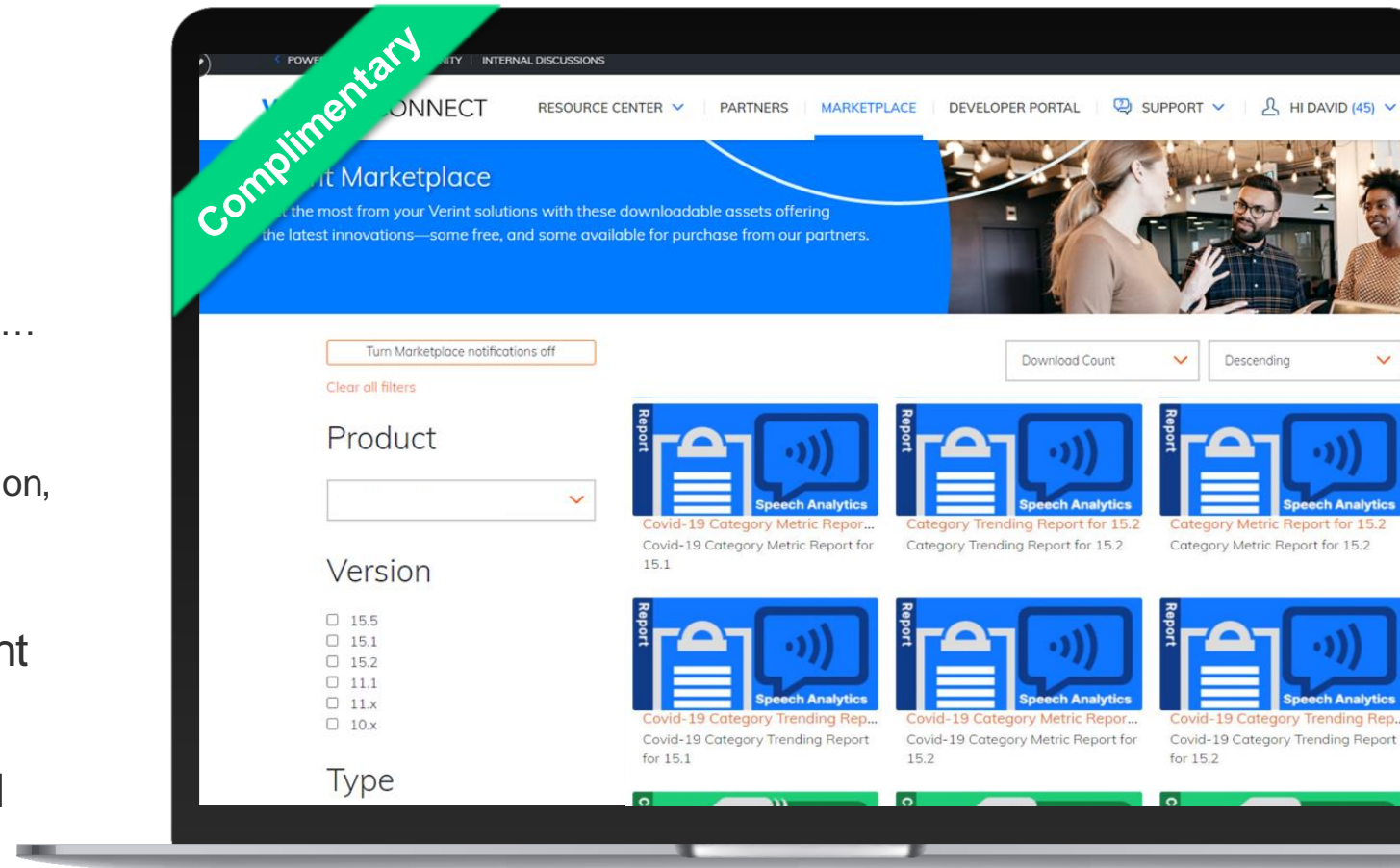
Sentiment from Speech and Text

Sentiment Score on 100% of Interactions

| Contact Key	Start Date	Start Time	Local Start Time	Sentiment Score	Sentiment
15978478544610400	8/1/2020	02:54:22	08/01/2020 02:54:22	1.71	Very Positive
15978478547170600	8/1/2020	03:32:13	08/01/2020 03:32:13	-0.29	Neutral
15978478550310900	8/1/2020	03:38:08	08/01/2020 03:38:08	0.28	Neutral
15978478544250400	8/1/2020	04:08:39	08/01/2020 04:08:39	0.28	Neutral
15978478544330400	8/1/2020	04:45:11	08/01/2020 04:45:11	1.14	Positive
15978478550110900	8/1/2020	05:13:24	08/01/2020 05:13:24	0.28	Neutral
15978478542330200	8/1/2020	10:33:03	08/01/2020 10:33:03	0.28	Neutral
15978478548450700	8/1/2020	10:46:28	08/01/2020 10:46:28	-0.86	Negative
15978478543770300	8/1/2020	10:56:12	08/01/2020 10:56:12	0.28	Neutral
15978478549110800	8/1/2020	12:28:26	08/01/2020 12:28:26	0.28	Neutral
15965444032040100	8/1/2020	12:48:04	08/01/2020 12:48:04	0.28	Neutral
15965444031940100	8/1/2020	13:03:52	08/01/2020 13:03:52	0.28	Neutral
15965444035830200	8/1/2020	13:17:25	08/01/2020 13:17:25	-2	Very Negative

Sentiment algorithm and report can be an excellent predictor of CX on all interactions
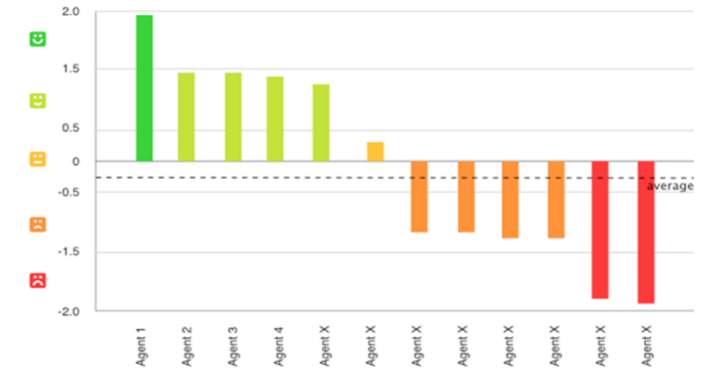
90% ACCURACY compared to human evaluators

Sentiment Distribution
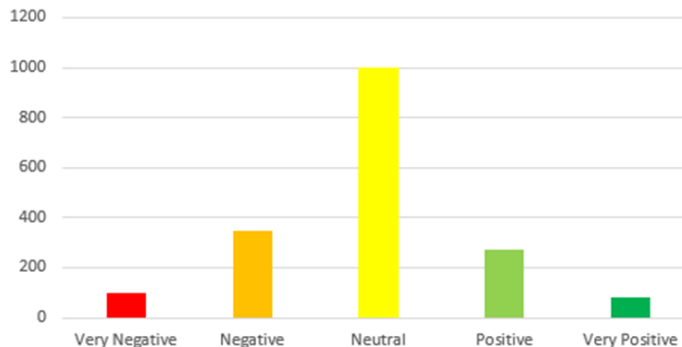
Sentiment Trend
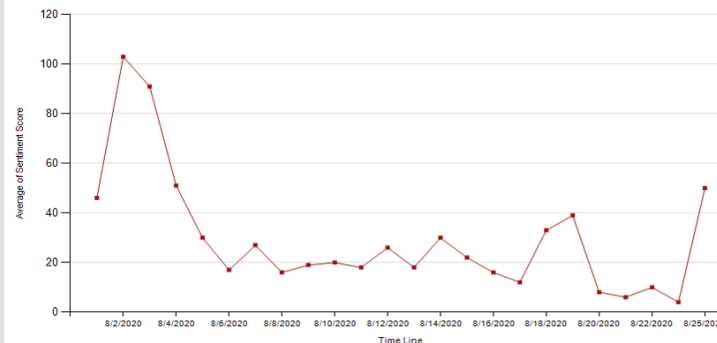
Sentiment Per Employee

Verint's Analytics Leadership

Verint Interaction Analytics is the #1 Customer Rated and Most Used Analytics Solution Globally*!

- Top customer rating:
  - 2018, 2019, 2020
- Largest market share (32%) by number of customers
- Deployed in over 80 languages and dialects

* Source: 2020 Interaction Analytics Product and Market Report (July 2020)

DMG CONSULTING LLC

Verint named Best Contact Center Analytics in the 2020 CRM Industry Leader Awards

"A leader in the speech analytics space for decades… AI-based semantic intelligence layer is highly effective at theme and topic extraction"

| SPEECH TO TEXT |
| AI/MACHINE LEARNING/ NATURAL LANGUAGE |
| CHATBOTS |
| IVR/VISUAL IVR |

Speech TECHNOLOGY
PEOPLE'S CHOICE AWARDS 2020
WINNER   SPEECH ANALYTICS

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