Verint
Work Manager

Processing complex transactions in the back office can be challenging — particularly in multichannel environments, where work inputs can come from many different sources. But capturing, prioritizing, allocating, and managing work are only part of the challenge. So are analyzing productivity and using this information to maximize capacity to meet service goals and plan effectively.

Verint® Work Manager™ is a back-office workforce optimization solution that addresses complex transactional processing in multichannel environments. It enables work items to be automatically or manually scheduled and allocated based on priority, service goal, and the real-time availability, skill level, and capacity of back office teams, regardless of their geographic location and preferred channel. The end-to-end process of each case and task can then be tracked to produce a comprehensive audit trail in the form of historic and predictive intelligence.

Deployed in the cloud or on premises, Verint Work Manager comes with many pre-built adapters, which can make integrations into your existing systems quick and easy. Managers and team leaders in your back office can leverage the solution to:

- Schedule work and plan how to use resources to meet customer requirements.
- Allocate work according to available skills.
- Track each piece of work from receipt to completion.
- Document staff training and competence for compliance.
- Report on work throughput, backlogs, service standard achievement, and quality.
- Analyze productivity, staff skills, and unit costs.
- Connect office, field, and home-based workers with omnichannel working capabilities.

Now you can:

- Gain end-to-end visibility into complex, multichannel transactions and processes and manage them effectively across departments and locations.

- Capture work inputs, regardless of system or channel, and allocate them to processing staff based on individual availability and skills.

- See at a glance how resources and processes are performing.

- Enhance productivity and compliance, reduce costs, and meet service levels more effectively.

- Use historic, real-time, and predictive intelligence to drive better decisions and performance.

VERINT®

Verint Work Manager

Understand Capacity and Allocate Work

With Verint Work Manager, you can capture multichannel work inputs, such as tasks within an end-to-end customer process, and allocate them immediately to processing staff based on their availability and skills. The solution shows how much work is outstanding (in volumes and hours) and how many staff will be required to complete it. A real-time, operational intelligence dashboard with key performance indicators (KPIs) shows historic performance for people and processes, so you can identify trends and process bottlenecks, and analyze performance against internal and external service standards.

Armed with this information, you can use Verint Work Manager to produce capacity plans, as well as schedule work to meet service-level agreements, customer satisfaction targets, and compliance requirements. This can be done manually or automatically, according to pre-set rules. The solution provides a centralized view of all work types, regardless of source, across multiple sites and systems. This helps alleviate individual backlogs and improve end-to-end customer service. Work and case tracking help ensure that work can be located wherever it moves in a process to match adherence against plans.

Verint Work Manager delivers real-time intelligence that's accessible anytime, anywhere, on any device — a key benefit for team managers responsible for day-to-day customer servicing. Other benefits may include:

- **Enhanced performance** — Because the solution continually delivers historic, real-time, and predictive intelligence at the individual, team, or departmental level across the business, you can shift priorities quickly and avert crises downstream.

- **Improved productivity** — By better utilizing your resources, you can keep staff busy and provide more consistency across individual workloads.

- **Service goal achievement** — Automated, configurable alerts for at-risk work items help managers re-prioritize workloads to ensure service goals are met.

- **Deeper insight** — The solution provides reports on throughput, service, quality, skills, productivity, and costs, so you can make informed decisions faster.

- **Enhanced quality** — You can spot skill gaps and be better positioned to recommend targeted training to address them.

Verint Work Manager is available in multiple languages and offers optional functionality to provide work allocation and real-time intelligence to mobile workers and managers on the move. Contact a Verint representative to learn more.

Part of the Verint Customer Engagement Portfolio

Verint Work Manager is part of a patent-protected portfolio of customer engagement solutions that help organizations enrich customer interactions, improve business processes, and optimize their workforces to enhance loyalty, increase revenue, mitigate risk, and manage operational costs.

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 Application 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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