

# HOW DO YOU ENGAGE WITH YOUR CUSTOMERS ON THEIR PREFERRED CHANNEL AT ANY TIME?



## BY DEPLOYING A HYBRID WORKFORCE THAT IS



ACCESSIBLE



RESPONSIVE



EFFECTIVE

### THE WORKFORCE CHALLENGES

Employees want flexible schedules, meaningful tasks and remote working.

You need adequate staff to provide consistent support, and visibility into schedules and forecasts.

Employees need to quickly access information to answer customer questions.

Employees need to quickly resolve customer issues and deliver effective interactions.

### THE WORKFORCE SOLUTIONS

#### Now you can:

Automate your planning, forecasting and optimise scheduling.

Allow employees to trade shifts, simplify schedule changes and increase workplace flexibility.

#### Now you can:

Allow agents to accurately answer a wide range of customer questions and perform many different tasks.

Shift resources from manual quality monitoring to higher-value activities.

#### Now you can:

Reduce average handle times and improve the speed of resolution.

Get the information required from a single application.

Understand the context in order to deliver exceptional customer experience.

## IT IS TIME TO CONSIDER MIGRATING TO THE CLOUD

Cloud innovations unleash **new levels of automation, service and employee engagement.** So what are the key considerations for a **successful move to the cloud?**



Define what is the must-have data you need to migrate in order to achieve your business goals.



Don't map broken, inefficient processes. A move to the cloud is the perfect opportunity to re-evaluate best practices.



Evaluate if your team has the knowledge and experience to manage the process and governance of your move to the cloud.



The business drives testing decisions, rather than IT. Create customer-specific use cases for testing.

With thoughtful planning, you can create a cloud migration plan that fits short and long-term goals.

## GET THE PERFECT BALANCE BETWEEN MAN AND MACHINE WITH VERINT SOLUTIONS



#### Workforce Management

Plan, forecast and schedule your team.



#### Automated Quality Management

Automate the entire contact centre quality process.



#### Speech Analytics

Transcribe and analyse all recorded calls.



#### Knowledge Management

Answer every question with confidence.

## BETTER TOGETHER

Discover how Verint can help you **operate more efficiently, improve internal processes and enhance your performance.**

LEARN MORE

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