

# Verint Quality Management

Today, many contact centres are doing more than traditional quality monitoring – they're using "voice of the customer" intelligence captured across multiple channels to help them engage customers more effectively and drive better decisions on products, services, and processes.

Verint® Quality Management™ can help your contact centre make the transition to smarter customer engagement. With this proven solution, you can efficiently select and evaluate large numbers of interactions across business channels based on business relevance, employee performance, and customer input. It's a practical way to gain insight that would be difficult, if not impossible, to achieve by randomly sampling small numbers of calls and evaluating them against inwardly focused metrics and processes.

With Verint Quality Management, you can evaluate all of the attributes of a customer interaction, including voice conversations and associated screen data, email, Web chat sessions, and more, right from a single screen. The solution's omnichannel interaction player provides personalised access to speaker-separated audio waveforms, speech analytics categories, emotions, keywords, interaction tags, annotations, screen recording, applications used by employees, and employee profile information.

You can easily review interactions and activities conducted on or off the phone, without the need to toggle between multiple screens to complete evaluations. The solution's intuitive, customisable interface allows you to arrange your workspace to meet your individual needs and preferences.



Verint Quality Management can help automate quality assurance while revealing the types of calls that may be the most important.

## Now you can:

- Help contact centres evolve from traditional quality monitoring and random call sampling toward insightful, focused quality programmes that incorporate the voice of the customer.
- Help automate quality assurance while revealing the types of calls that may be the most important.
- Tie analytics, coaching, scorecards, and training together to help employees develop and extend their skills.

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## Review the Calls That Matter Most

Verint Quality Management provides a Smart Inbox™ feature that can automatically deliver the desired type and number of interactions to be evaluated based on business rules. If you have multiple evaluators, the solution's Shared Inbox can provide the necessary workflow among them. It can also help you evaluate an optimum number of interactions across teams and manage quotas effectively.

The solution's optional Analytics-Driven Quality functionality can make it easy to search large numbers of calls and focus on the ones that matter the most. It can automatically categorise calls into speech analytics-derived categories focused on situations that can make or break customer relationships, including greetings, escalations, hold behaviours, empathy, and confusion. Powerful new search and filtering capabilities can leverage crucial CTI and data field tags – such as high profile accounts, high value transactions, and claim numbers – and further help you find interactions of interest. The solution can even help you pinpoint and navigate to the critical parts of interactions so that you can review them quickly and take action.

## Drive Better Evaluations and Performance

With Verint Quality Management, you can design flexible, intelligent evaluation forms quickly and tailor them to specific interaction types. Quality scores can feed key performance indicators (KPIs) in scorecards, which in turn can drive performance-based coaching and eLearning.

If skill or knowledge gaps are detected during evaluation, the solution can enable you to immediately assign coaching sessions, either manually or automatically, and attach scorecard KPIs, policies, and other relevant information to the sessions.

As a single, unified application for employees and supervisors, Verint Quality Management can enable your staff to access recordings, flag interactions and evaluations, perform self-evaluations, and review coaching assigned to them.

## Verint Quality Management – Part of the Verint Workforce Optimisation Suite

Verint Quality Management is part of a suite of workforce optimisation solutions from Verint Systems. This patent-protected suite helps organisations capture and analyse customer interactions, improve internal processes and workforce performance, uncover business trends and competitive advantages, and discover the root causes of customer and employee behaviour.

## Benefit from World-Class Consultants

Verint Consulting Services can help you get the most from your investment. From strategy, customer research, and business impact consulting to implementation, training, customer support, application consulting, and change management, you can be confident that our experienced teams understand your business practices and operations – and are committed to your success.

## The Customer Engagement Company™

### Americas

[info@verint.com](mailto:info@verint.com)

1-800-4VERINT

### Europe, Middle East & Africa

[info.emea@verint.com](mailto:info.emea@verint.com)

+44(0) 1932 839500

### Asia Pacific

[info.apac@verint.com](mailto:info.apac@verint.com)

+ (852) 2797 5678



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