

**83%\***  
OF GLOBAL  
CONSUMERS SAY  
THAT **CUSTOMER  
EXPERIENCE IS A  
MAJOR FACTOR IN  
SELECTING THEIR  
SERVICE PROVIDERS**

**...YET MOST  
CONTACT CENTRES  
REVIEW LESS  
THAN 1% OF  
CUSTOMER  
INTERACTIONS**



## YOUR CHALLENGE



Your contact centre is listening to only 1-3% of calls, making it impossible to get a full view of what's happening.

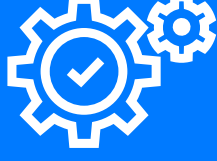


You're overlooking important opportunities to make improvements to your customer experience.



You can't accurately evaluate agent performance or have the time to address skills gaps.

## THE SOLUTION



Automate the entire quality management process, from scoring evaluations to assigning coaching.



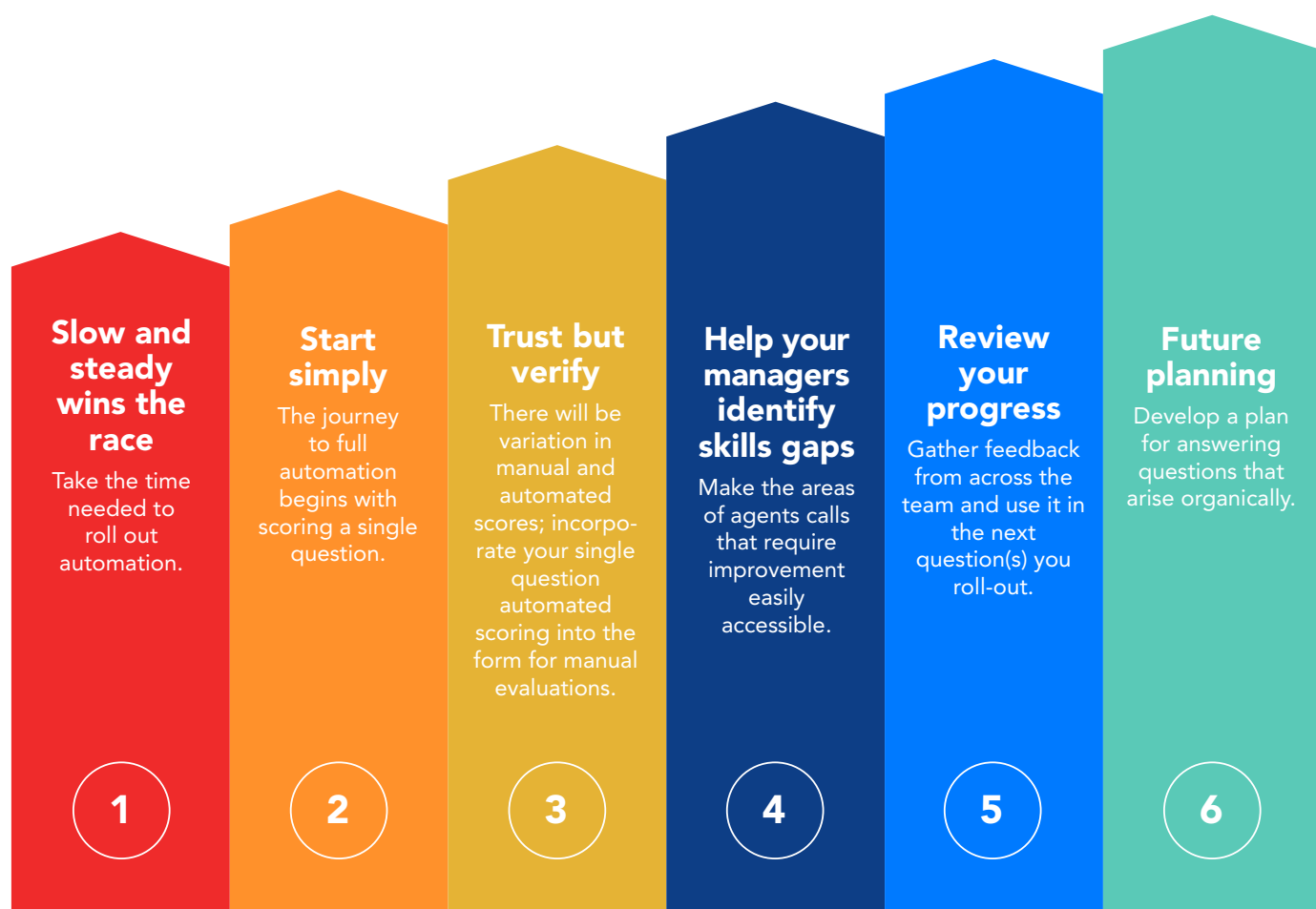
Automatically score up to 100% of your recorded calls to get greater insight and consistency, compared to random sampling.



Move resources from scoring and other manual quality monitoring tasks to higher value activities.

## AUTOMATE AT YOUR OWN PACE

Six steps to success



WITH VERINT AUTOMATED QUALITY MANAGEMENT YOU CAN:



### AUTOMATE

The entire call centre quality process.



### TRANSFORM

Traditional quality processes.



### EMPOWER

Your employees.

## THE BUSINESS BENEFITS



### COST EFFECTIVENESS

Allocate contact centre resource to where they can deliver the greatest impact, without incurring unnecessary expense.



### REDUCE RISK

Ensure that agents provide the required disclosures and follow mandatory scripts, helping to reduce the risk of non-compliance.



### EMPLOYEE IMPROVEMENTS

Assess agents' performance consistently, transparently and objectively across every call, before sharing the results with employees and managers.



### CUSTOMER SATISFACTION

Redirect your resources to improve the quality of customer interactions, while addressing employees' gaps in process requirements, knowledge and proficiency.

## BETTER TOGETHER

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

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