

83% OF GLOBAL CONSUMERS SAY THAT IS A MAJOR FACTOR IN SELECTING THEIR

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.



important opportunities to make improvements to your customer experience.



evaluate agent performance or have the time to address skills gaps.

THE SOLUTION

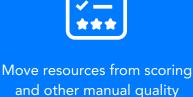


scoring evaluations to assigning coaching.

management process, from



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



monitoring tasks to higher value activities.

AUTOMATE AT YOUR OWN PACE Six steps to success

wins the race
Take the time needed to roll out

Slow and

steady

roll out automation.



Start

simply

manual and automated

Trust but

verify

question automated scoring into th form for manual evaluations.



Make the areas of agents calls that require improvement

Help your

managers

identify

skills gaps

easily accessible.

Gather feedback from across the team and use it in the next

Review

your

progress

question(s) you roll-out.

e organically.

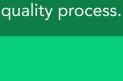
Future

planning

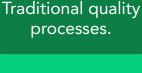
for answering

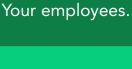
AUTOMATE TRANSFORM 54 APONA

WITH VERINT AUTOMATED QUALITY MANAGEMENT YOU CAN:



The entire call centre





EMPOWER

THE BUSINESS BENEFITS



COST EFFECTIVENESS

| | | | | | | | |

EMPLOYEE IMPROVEMENTS
Assess agents' performance consistently,



•••

CUSTOMER SATISFACTION

Redirect your resources to improve the

aring the results with addressing employees' gaps in process and managers. requirements, knowledge and proficiency

BETTER TOGETHER

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

LEARN MORE CONTACT US

*This research was commissioned by Verint from 1st -11th of February in association with research company Opinium Research LLP. Interviews were conducted amongst 34,068 consumers in the following countries: Australia, Brazil, Canada, France, Germany, Hong Kong, India, Japan, Mexico, Netherlands, Singapore, Saudi Arabia, South Africa, Spain, Sweden, the United Arab Emirates, United Kingdom and the United States. The research was conducted online in the local language for each country, and respondents were incentivised to participate. Sectors involved in the survey included

banking, bricks-and-mortar retailers, credit card, insurance, mobile phone provider, online retailer, telecommunications, travel and utilities.

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