

68%*
OF GLOBAL CONSUMERS
SAY THEY FEEL MORE
LOYAL TOWARDS
ORGANISATIONS THAT
MAKE IT **EASY AND
CONVENIENT** TO
ENGAGE WITH THEM

**...THIS STARTS
WITH AN
ENGAGED
WORKFORCE**



YOUR CHALLENGE



Agents are your organisation and their effectiveness will directly impact the customer experience you deliver.

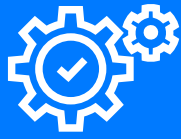


Agents demand flexible schedules, meaningful tasks and remote working opportunities.



You will lose talented agents if you cannot accommodate their needs.

THE SOLUTION



Automate your planning, forecasting and optimise scheduling to match workloads.



Gain visibility into what your agents are doing to improve productivity.



Automate routine administrative tasks, freeing supervisors to train employees.



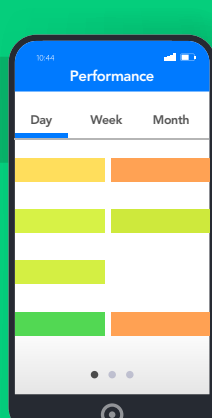
Provide employees with their preferred schedules, identify time-off opportunities and reduce shrinkage.

A FLEXIBLE APPROACH

VERINT WORKFORCE MANAGEMENT INCLUDES MOBILE APPS FOR BOTH:

AGENTS

- ✓ CHECK SCHEDULING
- ✓ CREATE/MANAGE TIME OFF
- ✓ BID FOR SHIFTS



SUPERVISORS

- ✓ REVIEW YOUR TEAM'S SCHEDULE
- ✓ MANAGE TIME OFF REQUESTS

VERINT WORKFORCE MANAGEMENT GIVES YOU:



FLEXIBILITY



EASE



EMPOWERMENT

BUT **WITHOUT SACRIFICING** CUSTOMER EXPERIENCE OR OPERATIONAL EFFICIENCY

THE OPERATIONAL BENEFITS



Give your employees the flexibility they demand to balance their work responsibilities with the rest of their busy lives.



Change the tasks agents are working on, so they get a break from having to just work on the phone all day.



Gain a single view into all the employees who impact the customer experience, including their skills and availability to handle the workload.



Use our cloud-based interface to make common tasks easy.



Spend less time training new users by deploying our easy-to-use system.



Reduce costs by staffing appropriately to meet your workload, while driving business growth and operational excellence.

BETTER TOGETHER

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

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