

Verint Workforce Optimization

Reach your strategic goals with better insight into your contact center operations.

Five9 and Verint provide a best-in-class, comprehensive contact center and workforce optimization (WFO) solution in the cloud. The Five9 Intelligent Cloud Contact Center is deeply integrated with the Verint suite and offered as a core part of the Five9 service via the Five9 cloud. This allows for simpler, more elegant experiences and minimal overhead, allowing you to get up and running quickly. Whether your team is small or large, Verint WFO scales to your needs and grows with you.

Workforce Optimization

Verint WFO includes call recording, quality management, workforce management, performance management, speech analytics, and advanced desktop analytics. Use the information to transform the contact center into a customer engagement center and valuable source of customer insight. Verint delivers a comprehensive set of tools that supervisors and contact center managers need to manage agents and effectively calibrate operational efficiencies with customer satisfaction goals.

Workforce Management

Get a single view into your employees, including their respective skills, proficiencies, rank, and availability to handle workload across multiple channels including voice, email, chat, and social media. Verint WFM provides unified applications designed for your organization to gain

Benefits

- Forecasting and scheduling
- Strategic resource planning
- Omnichannel support
- Resource utilization
- Operational analytics
- Employee portal

Features

- Call and screen recording
- Quality Management
- Workforce Management
- Performance Management
- Speech Analytics
- Desktop and Process Analytics

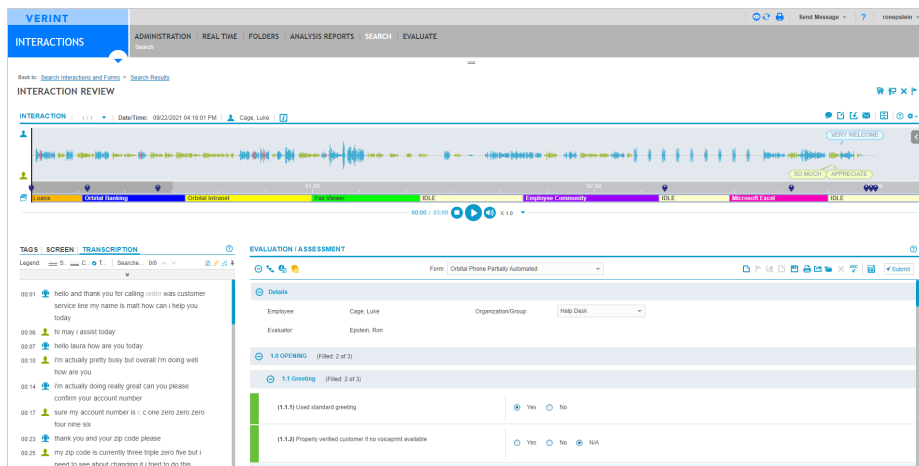


Figure 1:

Verint QM provides transcriptions, recorded screen capture, speech analytics, and playback. Give evaluators the full context of customer interactions for their assessments.

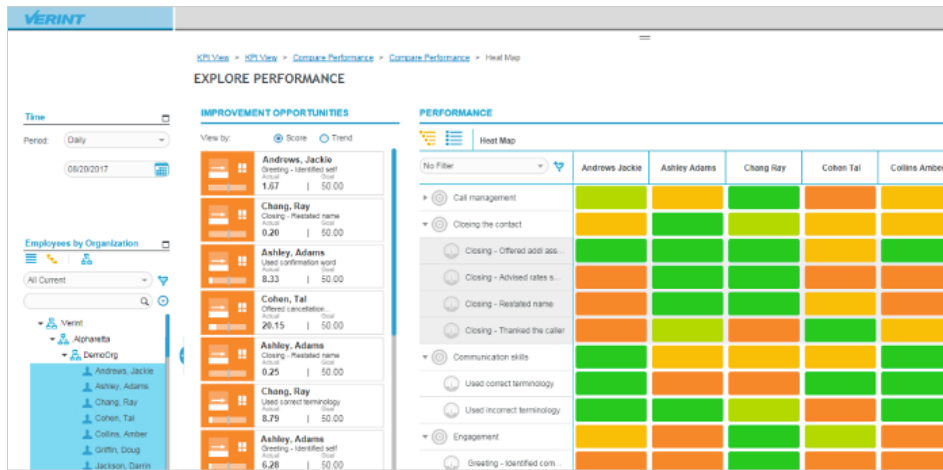


Figure 2:

A modern, intuitive interface simplifies analyzing performance and identifying improvement opportunities across employees and key performance indicators.

visibility into the work it performs, the activities of people who perform it, and the processes used to accomplish it.

Use this information to quickly align your workforce to your workload and deliver a more consistent customer experience.

Quality Management and Automated QM

Practice modern quality management to optimize customer engagement. Verint QM goes beyond effectively evaluating employees with unified closed-loop abilities to also optimize the quality and performance of their work.

Verint QM has several unique deep capabilities designed to help you overcome common challenges resulting from random sampling, the inability to find accessible interactions, and inadequate capture of the Voice of the Customer.

Verint Automated QM streamlines the process and delivers the desired type and number of interactions for evaluation based on business rules. If you have multiple evaluators, Verint Automated QM ensures every recording is measured against the same standard, eliminating variation, bias, or assumptions. It can also help you evaluate an optimum number of interactions across teams and manage quotas effectively.

Speech Analytics

While traditional quality management can help, it can miss key insights or overcorrect for statistically insignificant issues. Using Verint Speech Analytics with Verint QM can help you focus on statistically relevant agent or customer issues. By sampling calls within each category, the solution can

identify trends or outliers — something that might otherwise be difficult or take time to detect using random samples.

Process up to 100% of recorded calls and provide results within seconds with Verint Speech Analytics. Search for an unlimited number of terms by keyword, phrase, or business category. The solution can categorize call content, including accents, dialects, and slang. You can also customize it to accommodate specialized words, such as industry terminology.

Performance Management

Make better data-driven decisions to protect and grow your business. Gain insight into what employees are doing, how they are performing, and where they excel or need to sharpen their skills.

Verint Performance Management provides scorecards, coaching, and e-learning capabilities. It also can capture and aggregate data across systems while providing a single framework to track, manage, and improve team and organizational performance. The solution can even trigger coaching and training sessions as needed.

A Perfect Fit

It's no secret that a great customer experience leads to customer advocacy and higher revenue. The Verint WFO solution enables more meaningful interactions and a more memorable customer experience.

Visit Verint on www.five9.com for more information.



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About Five9

The Five9 Intelligent CX Platform provides a comprehensive suite of solutions for orchestrating fluid customer experiences and empowering agents. Our cloud-native, multi-tenant, scalable, reliable, and secure platform includes contact center; omnichannel engagement; Workforce Engagement Management; extensibility through more than 1,000 partners; and innovative, practical AI, automation, and journey analytics that are embedded as part of the platform. Five9 brings the power of people, partners, and technology to more than 2,500 organizations worldwide. Through this combination, Five9 supports customer needs from Day 1 to forever and delivers on our customer commitment: We keep our CX promise, so you can keep yours.

For more information, visit www.five9.com.

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