

Verint Branch Workforce Optimization

In today's competitive environment, companies must deliver a high-quality customer experience and meet their sales goals, even if customer visits to their retail branches or stores decline. For many, this can translate into an ongoing need to drive sales, service quality, and customer satisfaction, while reducing costs and retaining staff.

Verint® Branch Workforce Optimization™ is a powerful combination of software and services designed specifically for networks of brick-and-mortar locations. This workforce optimization solution offers an unprecedented level of visibility into customer service processes, customer intelligence, and workforce scheduling, productivity, and performance, helping you:

- Forecast demand and staffing requirements to meet each branch location's service-level goals.
- Automate and streamline scheduling to deploy the right number of staff with the right skills, based on availability and past schedule patterns.
- Evaluate the impact of internal and external variables on staffing requirements and budgets using powerful "what if" functionality.
- Deliver real-time customer and productivity information to regional and branch managers.
- Measure employee performance consistently using key performance indicators (KPIs) and role-appropriate scorecards.
- Deliver individualized and best-practice training to the employee desktop, even across multiple sites.
- Automate time-off requests using an online system for requests and approvals.
- Establish a long-term resource plan that supports your customer service and revenue objectives.

Verint Branch Workforce Optimization is a strategic solution for increasing customer satisfaction and loyalty, enhancing products and services, reducing costs, and driving revenue.



With Verint Branch Workforce Optimization, you can gain unprecedented visibility into your retail branch network performance, staffing, and operations.



Key Benefits

- Automates forecasting and scheduling to help branches meet service-level goals more effectively.
- Helps predict customer demand accurately to reduce wait times.
- Measures employee performance consistently across branches.
- Sends eLearning lessons directly to employee workstations for more efficient training.

Gain a Deeper Understanding of Branch Performance

With Verint Branch Workforce Optimization, your company can gain a deeper understanding of performance, operations, and customers in its retail branch or store network, and then use this intelligence to make informed decisions. The solution provides functionality for:

- **Forecasting** — Creates forecasts that incorporate historical data, seasonality, trends, holidays, and positional day impact. You can view trends, anticipate staffing demands in association with marketing campaigns, and accommodate location-specific attributes to produce unique staffing requirements for each branch.
- **Capacity Planning** — Provides powerful “what if” functionality to help managers evaluate the impact of internal and external variables on staffing requirements and budgets. Managers can easily determine the staffing mix of full-time, part-time, and flex-time resources to meet demand.
- **Scheduling** — Replaces time-consuming, manual scheduling with an automated process that’s integrated with volume and customer traffic forecasts to align resources accurately with customer demand. You can even create schedules that meet the specific needs of each location, quickly and easily.
- **Time Off Manager** — Manages time-off requests and approvals through a clear, easy-to-administer online system. Managers can configure rules for auto-processing requests based on branch policies to save time. Staff can view vacation availability, submit and track requests for time off, and be added to a waiting list when necessary.

Benefit from Additional Functionality

Verint offers optional functionality for Verint Branch Workforce Optimization, including:

Desktop and Process Analytics

Helps improve productivity and performance by recording and analyzing the PC desktop activities of your staff, mapping processes, and identifying variances across specific process steps.

Performance Scorecards

Enables you to measure employee performance against goals in daily, weekly, quarterly, and annual increments using role-appropriate scorecards. You can create KPIs tailored to your business to show staff how they’re performing against their goals.

eLearning

Helps rapidly address staff skill gaps by enabling you to develop and send lesson content directly to employee workstations, then track completion and subsequent job performance to assess training effectiveness.

Enterprise Feedback Management

Provides branch experience surveys for timely, direct feedback on specific transactions. Surveys can be delivered online or via mobile devices, enabling your organization to respond quickly to issues with training, employee behavior, or local trends.

Verint Branch Workforce Optimization – Part of Verint’s Customer Analytics Solution

Verint Branch Workforce Optimization is part of a suite of workforce optimization solutions from Verint Systems. This patent-protected suite helps organizations capture and analyze customer interactions, improve internal processes and workforce performance, uncover business trends and competitive advantages, and discover the root causes of customer and employee behavior.

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.

Verint. Powering Actionable Intelligence®

Verint® Systems Inc. (NASDAQ: VRNT) is a global leader in Actionable Intelligence® solutions for customer engagement optimization, security intelligence, and fraud, risk and compliance. Today, more than 10,000 organizations in over 180 countries use Verint solutions to improve enterprise performance and make the world a safer place. Learn more at www.verint.com.


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