

IMPACT 360®

Workforce Management



In today's enterprise customer service operations, customer contact volumes are moving targets. And when you factor in multiple sites, expanded media options, staff proficiencies and preferences, and customer expectations, the task of forecasting and scheduling can become difficult to manage without sophisticated analysis.

Verint® Witness Actionable Solutions® can help. We offer **Impact 360® Workforce Management** — proven, easy-to-use software and services that can simplify the complex task of forecasting and scheduling while providing insightful performance management and actionable learning capabilities. With Impact 360 Workforce Management, you can reduce costs by staffing appropriately to meet your workload, drive business growth, and improve employee effectiveness and retention.

Impact 360 Workforce Management is part of Impact 360, an analytics-driven workforce optimization suite from Verint Witness Actionable Solutions. Impact 360 brings together quality monitoring, TDM and IP recording, workforce management, speech and data analytics, customer feedback surveys, performance management, eLearning, and coaching into a unified solution for analyzing customer interactions, improving workforce performance, and optimizing service processes. With Impact 360, your contact center, branch offices, and back-office operations can capture, share, and act on enterprise information, helping you make better decisions faster — and benefit from a single, coordinated source of support, service, and maintenance.



**Master the Complexities of
Forecasting and Scheduling**

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WITNESS ACTIONABLE SOLUTIONS®

Schedule and Manage Your Staff Effectively

Now You Can:

- Accurately forecast daily and long-term workload, with the ability to track intra-day trends against forecast and take action quickly.
- Create optimal schedules to meet service levels consistently and cost effectively; accommodate employee proficiencies, quality scores, and preferences; and support inbound, outbound, in-house, outsourced, and virtual contact center and back-office customer service operations.
- Monitor staff adherence to schedule for phone and desktop activities from a single screen and drill directly to recorded interactions for better insight and coaching.
- Track, analyze, and manage employee performance using predefined key performance indicators (KPIs) displayed in role-appropriate scorecards.
- Automatically assign and deliver best-practice learning to employees' desktops to address skill gaps, communicate policy updates and changes, and supplement classroom training without impacting service levels.

With people accounting for up to 70 percent of your contact center and back-office operating costs, it's important to schedule and manage them effectively.

Impact 360 Workforce Management measures and leverages the individual talents and preferences of each employee, aligns their skills and proficiencies with your business objectives and customer needs, and then produces optimized schedules. As a result, you can reduce the risk of overstaffing, minimize overtime, provide employees with the schedules they actually prefer, identify time-off opportunities, and reduce shrinkage. What's more, Impact 360 Workforce Management automates routine administrative tasks, freeing supervisors to coach their staff.

Even if your contact center is outsourced, you can share your required staffing data with your outsourcer and load its planned staffing data back into Impact 360 Workforce Management, gaining a complete picture of workload and available resources. This can provide more accurate service-level forecasts and enable better intra-day schedule management decisions — even if your outsourcer uses a workforce management system from another provider.

IMPACT 360 WORKFORCE MANAGEMENT PROVIDES A BROAD RANGE OF AVAILABLE FUNCTIONALITY:

Forecasting and Scheduling

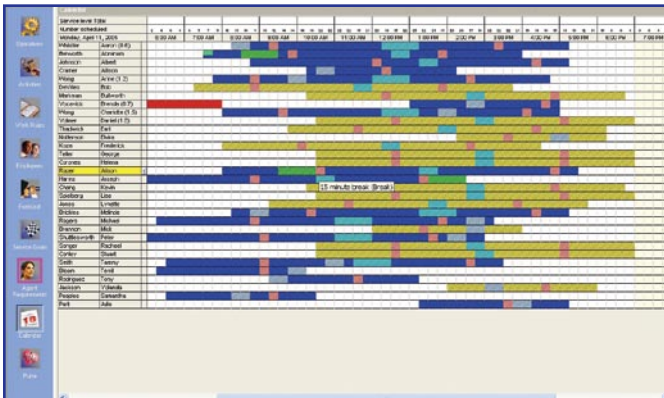
Accurate forecasting is the critical first step in managing your workforce. Impact 360 Workforce Management integrates with your ACD and outbound dialer and uploads historical data directly from their database. You can select, combine, and alter historical data to predict future contact volume, handle times, connect rates, and right-party connect rates for daily or weekly projections. You also can set up profiles to model contact volume behavior for different recurring events and circumstances.

Impact 360 Workforce Management helps you produce optimal schedules down to the quarter hour by balancing the defined shift rules, work patterns, breaks, off-phone times, individual skills, proficiencies, and preferences, and targeted service-level goals. And when your staffing levels precisely match your contact volumes, costs go down.

- Adherence • Content Producer • Lesson Management
- Forecasting and Scheduling • Performance Management Scorecards • Shift Bidding
- Strategic Planner • Time Off Manager • Coaching

For example, you can:

- Accommodate a dedicated, blended, or task-switching work environment.
- Create forecasts and schedules — and track calls and adherence — for outbound and blended inbound/outbound contact centers and back-office customer service operations.
- Schedule meetings or training without impacting service levels.
- Comply with government, union, and “time-banking” regulations through a comprehensive set of work rules.
- Create centralized forecasts and schedules with a single point of control over the entire network, or decentralized schedules that allow for decision-making at individual sites.
- Schedule based on skill priorities that align with your contact routing strategy.
- Create and schedule teams as a unit to support training and accommodate employee concerns, such as carpooling or childcare arrangements.



With Impact 360 Workforce Management, you can produce optimized schedules that balance cost, service level, and employee preferences.

Planning, Adherence, and Management

The “Pulse” screen in Impact 360 Workforce Management tracks key operational metrics so you can take corrective action right away. It provides a real-time, graphical view of forecasted, actual, and predicted contact volume, handle time, service level statistics, and other critical information. You can configure email alerts and screen pop-ups to notify users of deviations from plan and use trends to reforecast, reschedule, and adjust your staffing accordingly.

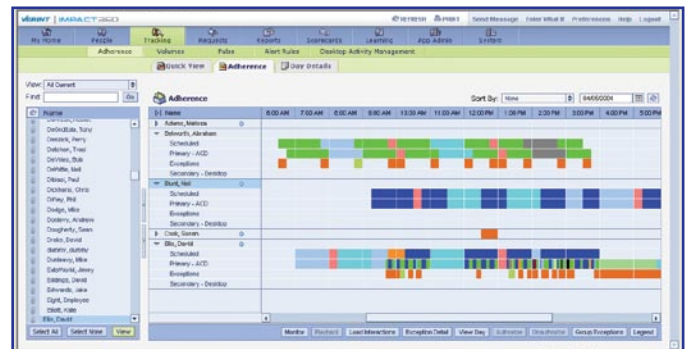
With intra-day management, you can:

- Track and compare actual, forecasted, and required statistics by individual or combined queue.
- View deviations of key contact center metrics in percentages or absolute numbers.
- Assess trends and historical data.
- Identify, understand, and proactively resolve variations to plan.
- Schedule overtime, or provide employees with voluntary time off in overstaffing and understaffing situations.

Impact 360 Workforce Management provides views of inbound, outbound, and blended contact centers for a complete picture of adherence. You can simultaneously compare your agents’ actual phone, non-phone, and desktop activities against their schedules, review a breakdown of adherence per activity, and manage exceptions, helping minimize shrinkage in your center.

Supervisors receive instant alerts for out-of-adherence states, helping them correct problems right away. They can “live monitor” and drill down to recorded interactions directly from the adherence screen to immediately analyze interactions causing adherence exceptions. An advanced adherence exception management function shows employee exceptions graphically across the entire day in real time, allowing supervisors to approve or deny them in one-minute increments.

For virtual and multi-site contact centers, Impact 360 Workforce Management provides a single point of control over the entire network and decision making at individual sites. With multi-site management, you can roll up information to present a complete picture of your entire operation.



With adherence views, you can quickly compare employees’ actual activities against their schedules, review a breakdown of adherence per activity, and manage exceptions.

Agent Self-Service

Impact 360 Workforce Management enables your staff to manage their own schedules without impacting service levels. This can build morale and retention, while allowing your managers to focus on coaching and performance-related tasks.

Using any Web browser, agents can securely:

- Request preferences for start times by day, and preferences for days off during the week.
- View published schedules, calculate time-off accruals, and check the status of shift swaps, shift bids, time off, and vacation requests.
- Post, negotiate, and request shift swaps via an online swap board, which is monitored by an automatic conflict checker. Information is forwarded to managers for quick and easy processing.
- Create, withdraw, and be wait-listed on time-off requests, even down to portions of a day.

Automate Tasks and Enhance Efficiency in Your Contact Center

Impact 360 Workforce Management not only automates Shift Bidding, but also introduces a higher degree of fairness in awarding shifts. The automated rules engine factors in seniority, rank, and unique “tie-breaking” bonus points, and assigns shifts accordingly. Managers or supervisors can allocate bonus points to staff to recognize extra effort, and employees can choose to use the bonus points to elevate their position in the bid. The system also immediately notifies agents of the chances of getting their shifts, setting expectations ahead of time.

Strategic Planner – Impact 360 Strategic Planner provides long-term resource planning functionality for today’s multi-skilled contact centers. By helping you align resources with projected customer demand and corporate objectives, it can enable you to develop “what if” scenarios to determine optimum trade-offs among revenue, staffing, overtime, vacation, training, and more. With Strategic Planner, you can increase service levels, reduce unnecessary costs, and anticipate and avert downstream crises.

Performance Management – Role-appropriate scorecards with an extensive set of predefined KPIs (and the ability to create your own) show employee performance against goals. You can drill directly from the KPIs on the scorecard to specific recordings or adherence screens, compare the performance of employees or departments, and automatically trigger eLearning assignments based on scorecard results for highly targeted training.

eLearning – eLearning can be assigned automatically and scheduled to minimize the impact on service levels. Using Impact 360 Content Producer, best-practice recorded interactions can be converted easily into interactive eLearning courses and quizzes. Courses can be delivered directly to your employees’ desktops based on scorecard results and quality monitoring evaluations. Employees can assign lessons to themselves to brush up on specific skills, and supervisors can track course completion.

Coaching – Optional coaching functionality provides out-of-the-box workflow for scheduling, delivering, and tracking coaching that’s integrated with individual quality monitoring evaluation scores and KPIs.

Centralized Administration and Reporting – Impact 360 provides centralized administration and reporting, which can reduce administration overhead and total cost of ownership. You can choose from an extensive set of standard, pre-configured reports, or conduct ad-hoc queries for custom analysis of your operations.

Additional Functions – In addition to the standard and optional functionality outlined above, Verint Witness Actionable Solutions provides add-on functionality for Impact 360 that can help you address the specific requirements of your business. Contact a Verint Witness Actionable Solutions representative for more details.



Receive Guidance from World-class Consultants

Verint Impact Services can help you get the most from your investment. From implementation, customer support, application consulting, and training to performance management and business impact consulting, you can be confident that our experienced teams understand your business practices and operations — and are committed to your success.

About Verint Witness Actionable Solutions

Verint® Witness Actionable Solutions® is the leader in workforce optimization software and services. Its solutions are designed to help organizations capture customer intelligence, uncover business trends, discover the root cause of employee and customer behavior, and optimize the customer experience across contact center, branch, and back-office operations.

Verint. Powering Actionable Intelligence.®

Verint® Systems Inc. is a global leader in Actionable Intelligence® solutions and value-added services. More than 10,000 organizations in over 150 countries use our workforce optimization and security intelligence solutions to improve enterprise performance and make the world a safer place. For more information, visit www.verint.com.



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