



WORKFORCE OPTIMISATION

A COMPLETE SOLUTION OF CALL RECORDING, SPEECH ANALYTICS, AND WFM, POWERED BY VERINT

As Contact Centres evolve and become complex centres of a variety of business functions, the need for a centralised Contact Centre Workforce Optimisation solution has never been more paramount.

Providing interaction recording and assessment, quality monitoring, workforce management, performance management, elearning and extensive data, text and speech analytics all in one platform, the Workforce Optimisation and Engagement package is exactly what enterprise grade Contact Centres need.

Staff can be scheduled to work on specific activities; interactions can be recorded and made ready for subsequent quality assessment; quality assessment can be completed manually or automatically; elearning clips can be created for any requirements to upskill agents, which can be scheduled when required; and interactions can be transcribed and analysed to improve operations and drive customer satisfaction.

IPI Workforce Optimisation from Verint offers a premium solution to the market that supports all of the key functions of the Contact Centre and links these together into a coherent set of products which provide all of the essential services that users need.



BENEFITS:

- Effective scheduling can reduce staff costs significantly – for some customers, savings in excess of 30% have been achieved
- 18% average reduction in contact centre agent churn where flexible shifts are in place
- Early identification of issues for customers by transcribing calls and analysing emotional responses can help to quickly resolve customer issues and reduce customer churn by as much as 30% in some cases.

EFFECTIVE PLANS MEAN EFFECTIVE SCHEDULES

IPI Workforce Management powered by Verint offers the ability to create forecasts based on actual call data, driving confidence in the forecasts which are created and ensuring that all resource requirements can be accurately assessed. From these, schedules are consolidated by means of an engine based around industry leading Erlang-C logic. These can be viewed online and via mobile applications for both iOS and Android platforms, allowing time to be checked and managed, any time, anywhere.

SEAMLESS INTERACTION ACROSS CHANNELS

Working in a Multi-Channel Contact Centre need no longer be difficult. With the Workforce Management solution from Verint, it is now possible to forecast requirements

across a multitude of channels, including email, social media (including Facebook, Twitter and Instagram) and messaging applications including Facebook Messenger and WhatsApp. Agents can be scheduled to multi-task across multiple channels simultaneously, further driving both satisfaction and efficiency. Interactions are then assessed and scored, and agent performance can be effectively managed.

SPEAKING THEIR LANGUAGE

A combination of industry leading applications and the ability to interchange data between them makes the WFO application suite from Verint a true industry leader. Couple this with professional services from IPI to bring all of the advanced functions of the application suite together.

DEPLOY AND MAINTAIN WITH EASE

No need for developer skills. IPI staff will guide customers through all of the necessary discovery and build processes.

- Choose the applications from the suite that you need
- Pricing is dependent on number of licences and package required

All updates and enhancements are automatically supplied as part of the agreement. Avaya WFO offers a full Omnichannel integration, meaning that it is possible to take data feeds for interactions from Telephony solutions, Facebook and Twitter feeds, as well as email, SMS and other messaging platforms including WhatsApp. Any integration, large or small can be built into the platform and combined with any other integration to provide a complete 'one stop shop' for activities across the Contact Centre.

FEATURES

- An enterprise grade solution which provides all of the functionality a Contact Centre requires for its day-to-day operations
- A single point of access to a solution with integrated security protocols and provisions, including GDPR provision
- 'Follow the interaction' from initial recording, through quality and improvement processes, performance management and extended analytics – giving the Contact Centre all of the essential metrics it needs to continuously monitor and improve performance
- Industry leading technology, from a designated Gartner Magic Quadrant leader

CENTRALISE YOUR CONTACT CENTRE

CONTACT OUR CONSULTANCY TEAM

Our Consulting team is expert at problem solving and opportunity spotting. They'll understand the true nature of your operation and will be invaluable in delivering a wide range of innovative ideas and opportunities to optimise your contact centre.



Effective forecasting

Suits various requirements



Compliant

Security and GDPR provisions



Assess

Performance management through analytics



Interact

Seamlessly integrate across channels

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