



IPI WORKFORCE ENGAGEMENT

POWERED BY VERINT



WORKFORCE ENGAGEMENT

A complete solution of AI-powered Workforce Engagement tools including forecasting and scheduling, quality management, and speech and text analytics, powered by Verint, built for the future of work.



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WORKFORCE ENGAGEMENT

As Contact Centres evolve and become complex, cloud-first environments with a variety of business functions and an increase in flexible, hybrid working, the need for a centralised Contact Centre Workforce Engagement solution has never been more paramount.

Providing AI-powered forecasting and scheduling, automated quality and compliance management, real-time speech and text analytics, and rich data insights, the IPI Workforce Engagement (IPI WFE) powered by Verint solution is exactly what enterprise grade Contact Centres need.

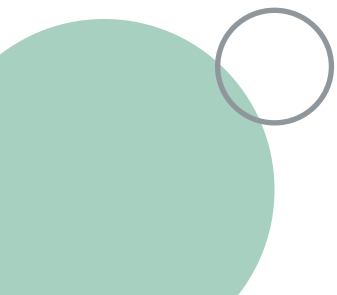
The right agents can be scheduled to work on the right activities, at the right time; quality processes, from scoring to compliance, can be automated and the quality of human interactions assessed across all digital and voice channels; conversations across voice- and text-based platforms can be analysed to source and mitigate inefficiencies and frustrations, with a real-time analytics solution that enables agents to drive customer satisfaction in the moment.

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



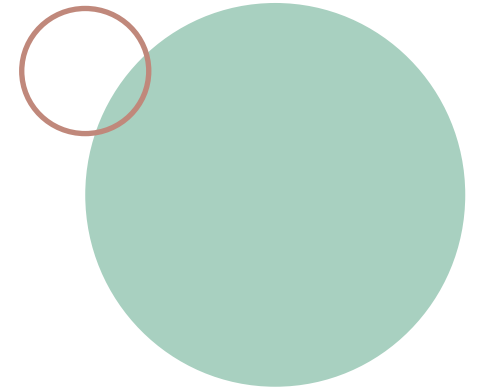
BENEFITS

- Reduced costs: For some clients, savings in excess of 15% have been achieved by eliminating overstaffing and unnecessary overtime with more accurate forecasting and scheduling
- Lower attrition rates and higher employee engagement: A 10% average reduction in contact centre agent churn and increased employee engagement where flexible shifts and quality management are in place
- Improved customer experience: By identifying and resolving issues early through interaction analysis, as well as reducing time to answer, average handle time, and first-call resolution with more accurate agent scheduling, CX is improved and customer churn significantly reduced



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 Contact Centres all of the essential insight they need to continuously monitor and improve performance
- Industry-leading technology, from a designated Gartner Magic Quadrant leader



EFFECTIVE FORECASTING MEANS EFFECTIVE SCHEDULES

With the changing nature of work, your agents now want the option to work flexibly anytime, anywhere. With IPI WFE's AI-powered forecasting and scheduling solution, you can have confidence in the forecasts created and ensure that all resource requirements can be accurately assessed. With our solution, you can:

- Build accurate forecast models and plans that optimise scheduling and staffing across the board, wherever your agents are working
- Empower employees to pick the shifts and book time off to accommodate their preference for hybrid work and flexibility
- Consistently meet service levels by scheduling work for bots as well as humans, all cost effectively
- Forecast requirements and schedule agents across a multitude of channels, including email, social media and messaging applications, further driving satisfaction and efficiency



QUALITY MANAGEMENT YOU CAN COUNT ON

Improve customer satisfaction, upskill agents and ensure regulatory compliance with the next generation of quality management capabilities. With IPI WFE, you can:

- Automate end-to-end quality processes, from scorecards to training, freeing up supervisors from monitoring activities to focus on coaching and upskilling
- Assess the quality of all interactions across digital and voice channels, automate quality assurance, as well as the quality and compliance of bot interactions in self-service channels, and reveal the most important interactions
- Provide real-time assistance to improve productivity and compliance, plus evaluate customer interactions across voice and text, all from a single platform



SPEAK THEIR LANGUAGE WITH ANALYTICS

Quickly gain insight into customer interactions across voice, text and digital channels with interaction analytics to gain a deeper understanding of what your customers are saying – and how you can improve their experience. Using an AI-powered transcription engine and automated text conversation analysis, IPI WFE enables you to:

- Gain deeper insights into spoken and written customer interactions and drive more internal intelligence
- Facilitate business and customer interaction improvements by using valuable interaction data to inform performance, quality management, and other operational processes
- Enhance the security of call recordings using end-to-end encryption, ensuring customers, agents and your organisation remains secure and compliant
- Improve customer calls and satisfaction as they happen with ‘in the moment’ advice notifications to agents based on real-time, contextual interaction analytics



DEPLOY AND MAINTAIN WITH EASE

There's no need for developer skills with IPI WFE as our consultants will guide clients through all necessary discovery and build processes. You can choose the applications from the suite that you need, and pricing is dependent on the number of licences and package required.

All updates and enhancements are automatically supplied as part of the agreement. IPI WFE offers a full omnichannel integration, meaning that it is possible to take data feeds for interactions from telephony solutions, social media feeds, as well as email, SMS and other messaging platforms. 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.

A combination of industry leading applications, the ability to interchange data between them, and the professional services and experience from IPI makes the IPI WFE application suite powered by Verint a true industry leader.



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.

TAKE THE NEXT STEP



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