

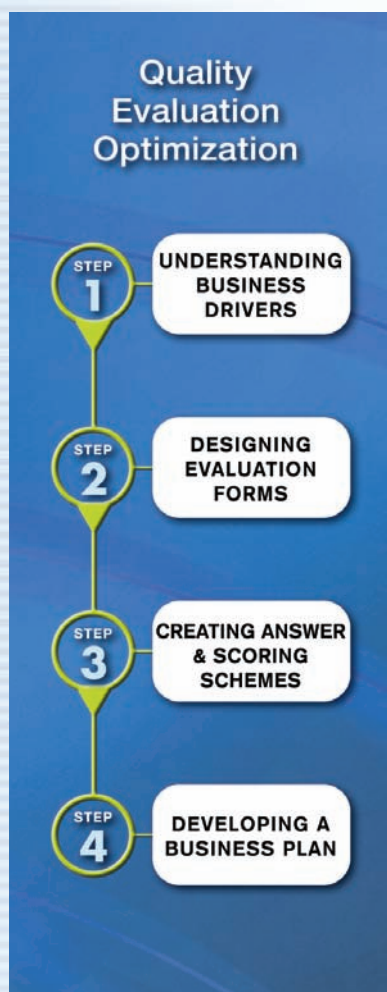
IMPACT 360®

Quality Evaluation Optimization

Now You Can:

- Develop quality and performance improvement initiatives tied to actual company goals.
- Leverage Impact 360® effectively to support your quality and performance improvement programs.
- Isolate measurable employee behaviors that can drive customer satisfaction.
- Measure performance consistently and fairly across your organization.
- Learn best practices for quality monitoring.
- Improve customer and employee satisfaction.

ALIGN QUALITY MONITORING WITH YOUR BUSINESS DRIVERS



Today's focus on building strong customer relationships has made quality monitoring more important than ever. From contact patterns to individual agent performance, your contact center generates vast amounts of data that can help you determine whether your people are doing the right things at the right times.

But while metrics are important, they don't necessarily provide a complete picture of what's going on in your center. Does your quality monitoring program reflect your company strategy and the needs of your customers? Does it foster behaviors and policies that encourage repeat business? If not, your contact center may be missing opportunities to build customer and agent satisfaction — as well as the bottom line.

Verint® Witness Actionable Solutions™ can help. Our Impact 360 Quality Evaluation Optimization consulting service examines your organization's unique business drivers and goals. Then, it maps these to your quality monitoring evaluation forms and scoring schemes, and introduces best practices to reinforce them. The service can help you drive more effective performance management that can deliver a real competitive advantage.

Get a Blueprint for Managing Performance in Your Center

Conducted on site by an experienced Verint Witness Actionable Solutions consultant, Impact 360 Quality Evaluation Optimization uses a proven, results-oriented methodology to create meaningful evaluation forms that help align quality initiatives to corporate, contact center, agent, and customer objectives. At the end of this four-day engagement, you'll receive an evaluation form and blueprint that define the skills and behaviors for consistent measurement.

Receive Tools That Can Deliver Real Value to Your Business

Impact 360 Quality Evaluation Optimization includes:

Day One: Understanding What Drives Your Business

We'll get started by exposing the challenges inherent in your existing quality management processes, then show you new ways in which Impact 360 can address them. We'll discuss your business objectives in depth, including your corporate mission statement, contact center and customer satisfaction goals, and other factors. After determining how your organization handles customer contacts, we'll discuss why it's important to measure observable, objective behaviors. We'll conclude the day by identifying critical agent behaviors that are aligned with your objectives.

Day Two: Designing Actionable Evaluation Forms

Now that we've discussed what drives your business, we'll focus on how to leverage Impact 360 to help maximize the effectiveness of your quality management performance evaluations. We'll develop specific attributes for your evaluation form to help ensure we're measuring the right behaviors. By the end of the day, you'll have a comprehensive evaluation form that reflects your specific needs.

Day Three: Creating Effective Answer and Scoring Schemes

With an efficient outline for an automated evaluation process, we'll move on to the details, covering answer schemes, key performance indicators, scoring, and dynamic sections. Additionally, we'll begin developing a definitions document detailing the behavioral expectations for your contact center staff.

Day Four: Developing a Quality-Focused Action Plan

On the final day, we'll focus on pulling everything together into a blueprint for implementing your enhanced quality program. We'll identify and prioritize tasks, develop an action plan, and create a prioritized project plan template that you can use to build the processes to support your quality initiative.

After completing the Impact 360 Quality Evaluation Optimization, you'll have a quality-focused action plan that's tailored to the unique needs of your organization. You can measure and evaluate your people more fairly and consistently — an important step in enhancing employee performance and morale. What's more, your customers can benefit from a consistent and positive experience when they communicate with your company.

Receive Guidance from World-class Consultants



Verint Impact Services are professional services that can help you get the most from your investment. From implementation, technical support, and training to process and change management, performance management, and solutions consulting, you can be confident that our experienced consultants 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 analytics-driven workforce optimization. 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 leading provider of actionable intelligence™ solutions for an optimized enterprise and a safer world. More than 10,000 organizations in over 150 countries rely on Verint solutions to perform more effectively, build competitive advantage, and enhance the security of people, facilities, and infrastructure.



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