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Solution highlights: Predict the amount of work in functional groups to effectively meet demand Effectively build employee schedules that take into account certain shift rules, individual skills and skills, and more monitor compliance with assigned schedules in real time and use alarms to detect deviations of Unify disparate workforce management tools and gain visibility through call centers, back offices and affiliates from one location Reducing staff management costs by eliminating inefficiency of planning Predictives and more Give your employees the flexibility to more closely match their schedule with shift preferences while maintaining the high level of service Key features provided by this contact center solution: The functionality of data collection and tracking of work items captures relevant information from tools such as ERP and CRM systems to monitor aging elements and helps reduce the risk of lack of strategic planning and modeling SLAs That helps managers create high-level workload models and capacity planning Use resources allows users to create job demand forecasts using resources from different departments, factoring in for backlogs, deadlines, completion goals, and more Intraday management allowing managers to see the schedule in real time. The Employee Portal allows employees to manage their schedules, shift shifts, request a day off, access to training materials, and more from their desktop or mobile devices with Verint and Amazon Connect, you can bring the workload to improve customer experience, improve employee satisfaction, and reduce HR costs. There are several ways to deploy Verint Workforce Management on AWS: as a software-like service (SaaS) offering by bringing an existing Verint license to AWS, buying a clean new Verint license and self-explaining it at AWS APN Partners offer consulting offers for Amazon Connect to help you quickly discover the value of this solution. Follow these links to learn more about these APN partners and their consulting offerings, as well as request more information or support. Contact Verint's sales team to get started with Verint Workforce Management on AWS. You are responsible for the cost of the AWS services used while running this fast start link deployment. The AWS CloudFormation templates for this fast start include configuration settings that you can customize. Some of these options, such as the type of instance, will affect the cost of deployment. pricing pages for each AWS service you use to estimate costs. Whitepaper Blueprints, building blocks and best practices to move beyond workforce optimization participation consist of two key elements: good employee engagement and quality customer engagement. Software to attract the workforce can help small and medium-sized people better track customer interactions, while state-of-the-art tools for service and management of employees. Whitepaper Complete Contact Center Guide to Attracting Employees for SMEs Learn how you can motivate, retain and engage employees to provide an excellent customer experience. Whitepaper Ultimate Budget Guide for your contact center Overview of general spending and key metrics to consider how you build your contact center budget for the new year. Whitepaper Discover's workforce management metric 5 HR indicators to measure the success of the contact center in your organization. Whitepaper's Ultimate Guide to Reducing Contact Center Most tedious call center HR tasks include workload forecasting and calculating base staff requirements. Once you have Whitepaper Workforce Management: A Beginner's Guide to Reference Desks and Service Tables This document will show you how workforce management (WFM) works its magic. White Paper's strategy to improve compliance with the schedule, how to realize the true value of labor management. Whitepaper Contact Prediction center and best practice planning Learn how workforce management software is preferable to tables to create more accurate predictions and optimized graphs. Whitepaper Seven Strategies for better quality assurance in the

contact center Each contact center, regardless of size or type, shares similar performance goals: Improving performance, improving customer satisfaction, motivating employees to Whitepaper 7 Tips for better contact center planning We have created a list of 7 best practices for contact center planning to keep your contact center running efficiently, and help you maintain service levels and keep your income growing. Whitepaper Benefits of Workforce Management Explained by my boss This e-book will show you how to build a compelling case and convince decision makers to add WFM to the contact center or support service. Whitepaper 4 Tips for improving intraday management in your contact center intraday management is a set of activities performed during the day or contact center shift in Whitepaper Call Recording Software is essential to your call center This call-writing whitepaper discusses two topics: Why recording a call is essential to improve customer engagement, follow the rules, Whitepaper 10 Tips for better call center management This document offers tips and best call center management. Learn how to improve service while getting more cost control and better resource use. Whitepaper Office The Force Choice Workforce Management Guide is all about effectively using your call center workforce to meet or exceed service levels and reduce Decision Highlights: Forecast the amount of work in functional teams to effectively meet the demand Of an effective employee building officer that take into account certain shift rules, individual skills and skills, and more monitor compliance with assigned schedules in real time and use alarms to detect deviations of Unify disparate workforce management tools and gain visibility through call centers, back offices and branches from one location reduce labor management costs by eliminating inefficiencies in planning, forecasting and more Give your employees flexibility to more closely match their schedule with high levels of service while maintaining high levels of service while maintaining high levels of service with this contact center solution: The functionality of tracking data collection and work items captures relevant information from tools such as ERP and CRM systems to monitor aging elements and reduce the risk of lack of strategic planning and modeling SLAs, which helps managers create high-level workload and capacity planning models Using resources Departments, factoring for backlog, timing, goal completion, and more Intraday management allows managers to see compliance with the schedule in real time. 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