Verint Workforce Management Professional

for Salesforce

Now You Can:

- Automate key tasks that have an immediate impact on the bottom line through caseload forecasting, optimum scheduling, and daily performance tracking.

- Optimize omnichannel support to fuse ACD and contact center infrastructure voice channels with digital channels.

- Provide seamless workflows between the agent desktop and the workforce management system for simpler, more efficient agent experiences while reducing IT costs.

Contact centers and help desks using Salesforce must manage a substantial number of cases, so it's critical to always have the right number of agents at the right time, engaged in the right task.

Verint® Workforce Management Professional™ for Salesforce® is a cloud-based forecasting and scheduling solution that can help you tackle this challenge. It integrates seamlessly with Salesforce Service, Service Cloud, or Sales Cloud case management systems and provides a range of functionality, including:

Salesforce Connector

Enables omnichannel adaptors for use in workforce management forecasting and scheduling, such as tracking case queue volume, agent task history, and agent status data, for real-time schedule adherence management.

Salesforce Agent Portal

Enables agents to access essential information, such as schedules, adherence status, performance status, personal time-off requests, and real-time alerts, directly from Salesforce. This integrated agent portal within Salesforce includes agent functionality and visibility.

Package Features

- Reporting
- Forecasting and Scheduling
- Real-Time Adherence
- Intraday Management
- Exception Planning
- Time-Off Manager
- Blended Media
- Long-Term Forecasting
- Salesforce Connector
- Scorecards

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Package Features

Reporting

Provides access to key reports to help supervisors make faster and better decisions.

Forecasting and Scheduling

Runs simulations to calculate a precise forecast for future call volume, agent requirements, and average handle time for any time interval of the day, based on historical data from the ACD. The scheduling engine can incorporate all call types and other activities to generate optimal staffing schedules and plan and schedule tasks.

Real-Time Adherence

Compares planned agent activity to actual activities throughout the day and forecasts to actual call volumes, handle times, and other key performance indicators.

Intraday Management

Graphically displays agent schedules that can be changed by dragging and dropping breaks, lunches, and exceptions. Real-time updates can be made to required and assigned agents instantly, and surpluses and shortages are displayed for designated time periods of the day.

Exception Planning

Provides an integrated exception calendar to help simplify scheduling agent exceptions, such as time off and one-time or recurring training meetings.

Time-Off Manager

Turns the complex and time-consuming process of managing employee time-off requests into a clear and easy-to-administer online system. Employees can view their vacation availability, submit and track requests for time off, and receive status updates on their requests.

Blended Media

Provides the ability to plan and schedule tasks as well as to schedule customer service employees across multiple media channels, including email, chat, and phone. This can help you deliver a more cohesive customer experience.

Long-Term Forecasting

Creates long-range forecast calculations using historical volume and arrival patterns, generating accurate staffing requirements. Allows flexible "what if" scenarios for long-term capacity planning and cost projections.

Scorecards

Collects and presents real-time and historical data at the agent, group, and center levels. Goals and alerting on key performance indicators, dashboards, reporting, and agent scorecards are all available with the metrics collected or generated within the platform.

Learn more at
www.verint.com

VERINT®