OpenScape
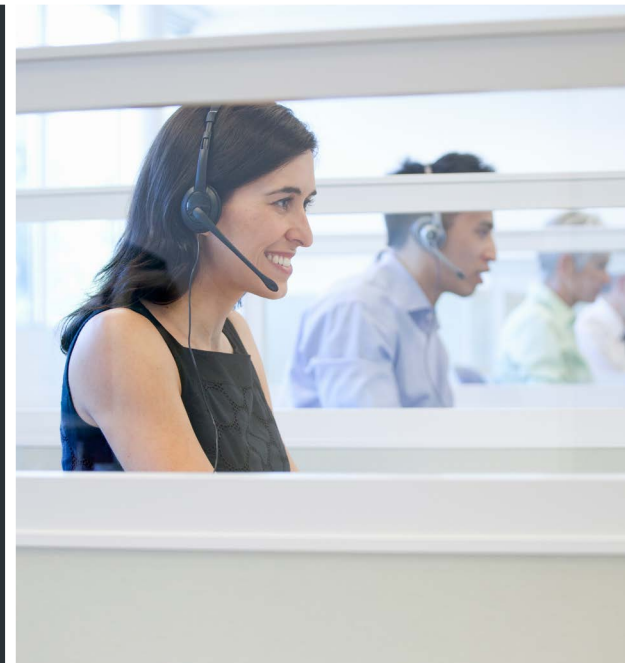# Contact Center
Workforce Optimization

Powered by Verint®

Building intelligence-led profitability

The simple way to turn contact center information into truly actionable business intelligence

Uncover business trends and competitive gaps/ advantages.

Discover the root cause of customer and employee issues and behavior.

You're being tasked with improving customer service, to save money, and to gain actionable business intelligence.

You need the tools to do it – and they're right here with OpenScape Contact Center Workforce Optimization (WFO).

Powered by Verint's Impact 360 Workforce Optimization suite, you'll gain deeper visibility into organizational performance and customer needs.

You'll better engage your customers and deliver a more consistent customer experience.

And that's going to have a marked impact on agent productivity, resource planning and the profitability of your contact center.

It all starts with an unprecedented view of performance, operations and customer intelligence across your organization.

- Share information across departments easily over a unified platform.
- Capture, analyze, and act on metrics to improve workforce performance and customer interactions.
- Securely record customer interactions in their entirety, selectively, on demand, or randomly.
- Identify agent training and improvement opportunities.
- Forecast and schedule your workforce based on accurate data.
- Provide employees a vital performance feedback loop that drives employee behavior in positive ways.
- Improve business processes by using desktop and processing analyzers.
- Collect customer satisfaction data and gauge customer loyalty by utilizing customer feedback and survey mechanisms.

Incredibly sophisticated and wonderfully refined

All the intelligence you need to run a world class contact center

Capture and analyze customer interactions.

Improve workforce performance.

WFO in Action

At the click of a mouse, OpenScape Contact Center WFO brings together a huge variety of information sources from across the business - allowing you to predict, perform, analyze, and act to meet your current and projected business workload.

Predict

Forecasting

Get ready to align resources across your enterprise with projected customer demand and corporate objectives. And create 'what if' scenarios to determine tradeoffs between costs, service levels, revenue, and staffing.

Scheduling

Schedule and deploy the right number of staff with the appropriate skills at the right time.

Perform

Adherence

Track staff adherence to their schedules, and drill down into captured customer interactions to understand what's causing problems.

Contact Recording

Capture interactions based on rules you define. Then review them easily or forward them to others. Encryption of audio and screen recordings ensures your recorded data is protected.
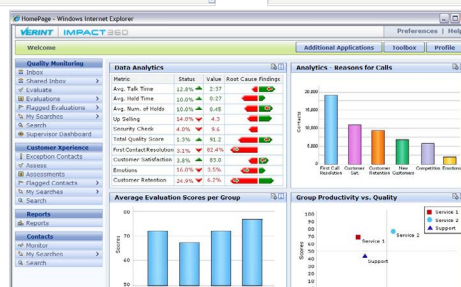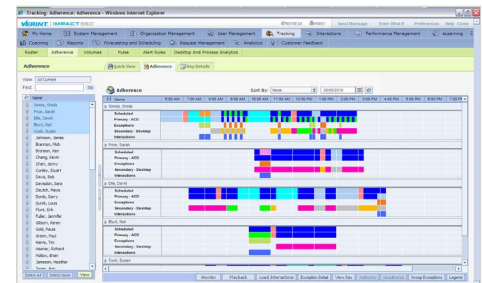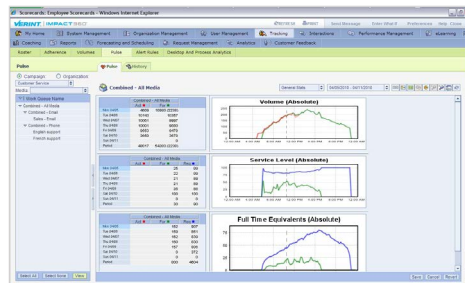
Analyze

Performance Management

Use predefined or customized KPIs displayed in role-appropriate scorecards to track and analyze performance.

Want more insight? Simply drill down into adherence screens and recorded interactions directly from the scorecard.

Quality Monitoring

Interrogate and analyze customer communications and related data from multiple channels, including phone, chat, email, social media, and customer surveys, to gain a deep insight into processes and products, agent behavior, customer behavior, rising trends, and more.

Voice of the Customer Analytics

Proactively provide insight into customer behavior, market opportunities, process issues, and rising trends through speech analytics, text analytics, and enterprise feedback management solutions.

Act

Coaching

Schedule, deliver and track coaching sessions using an automatic workflow that's integrated with scorecards and training.

eLearning

Assign and deliver desktop training on demand - or automatically - based on scorecard results.

Reporting

Action your insights to refine your customer care strategies and processes - then predict the resources you need.

Real-world Solutions with Real Business Value

- **Real-time visibility** into employees across roles, levels, and functions.
- **Navigate with ease** while you move from one function to the next — all from a single entry point.
- **Low total cost of ownership** with fewer servers as you scale with virtualization, resiliency, and redundancy.
- **Simplified system administration** through a single organizational hierarchy and flexible archiving system.
- **In-depth functionality** with tightly unified apps to make it easy to add new functionality as your business needs change.

Integrate your customer care operations with the rest of your enterprise.

Make better decisions faster.

Enhance customer service across your organization.

Build customer loyalty.

OpenScape Contact Center Workforce Optimization (powered by Verint®)

About Unify

Unify is one of the world's leading communications software and services firms, providing integrated communications solutions for approximately 75 percent of the Fortune Global 500. Our solutions unify multiple networks, devices and applications into one easy-to-use platform that allows teams to engage in rich and meaningful conversations. The result is a transformation of how the enterprise communicates and collaborates that amplifies collective effort, energizes the business, and enhances business performance. Unify has a strong heritage of product reliability, innovation, open standards and security.

unify.com

UNIFY Harmonize your enterprise