

# Verint Work Allocation Manager

Is your operations staff performing the right work at the right time? Are they processing work and answering calls in a blended environment? With so many different tasks, work items, and service levels to meet, how can you keep employees focused on the specific items they need to accomplish each day?

Verint® Work Allocation Manager™ can help. This innovative solution provides a “smart” list of work items right on the employee desktop. It’s a practical way to help claims processing, loan production, and other blended and back-office functional areas keep employees focused on the most important work items, while enabling managers to better monitor completion.

Verint Work Allocation Manager can help enhance operational efficiency by reducing the time lost between work items. Moreover, managers can track employee progress and take action proactively before service levels are impacted. This can reduce the need for crisis management as work items near expiration. By enabling managers to spot potential bottlenecks or barriers to accurate, timely completion, the solution can help reduce costly overtime, errors, and rework time – which ultimately can result in enhanced customer satisfaction.

With Verint Work Allocation Manager, your employees can see the tasks expected of them each day. When deployed in combination with Verint Performance Management™, the solution can also enable your staff to see the key operations metrics against which they will be measured, and how well they are meeting these metrics. This information can help build employee satisfaction by empowering individuals to make better decisions about how to accomplish their tasks.



Verint Work Allocation can help you ensure that individual employees focus on the right work items at the right time.



## Key Benefits

- Helps blended work teams and back-office operations increase productivity, meet service delivery goals, and enhance customer satisfaction.
- Frees managers from having to collect and assign work, enabling them to better monitor and manage work items as needed.
- Offers insight to help individual employees make better decisions about which items to work on.
- Helps reduce the overall aging of work and the need for overtime.

## Assign Work Items and Capture Completion Status

Verint Work Allocation Manager distributes work items based on predefined rules, such as skills and service levels. After logging into the system, employees are presented with a prioritized list of work items for the day. As they work through the list, selecting and completing the items displayed, the solution captures the completion dispositions they've selected – such as completed, closed, not in good order, or rerouted – in real time.

Depending on your preferences, you can choose to have work “pushed” to employees based on their skills, role, and team. Alternatively, you can opt for a “pull” approach, through which employees can log in and search for work to do or go to their work list, which will default to the highest priority item for that employee to work on.

For each work item, the solution can capture when actions were taken and completed, and report the timing of each change in status. Item audit histories can be archived according to a schedule that you define and

saved indefinitely – a benefit for investigating customer inquiries or complaints.

Although Verint Work Allocation Manager can provide functionality right out of the box, a professional services engagement can help you configure the solution to meet your organization's specific business requirements and accurately model your staffing and work. During this process, the solution can be configured to manage how work is distributed, as well as to identify and catalog work types, average handle times, service goals, employee skills, and availability.

## Benefit from World-Class Consultants

Verint offers a range of Professional Services to help you get the most from your investment, including Business Advisory Services, Implementation and Enablement Services, and Managed Services. Regardless of the services you select, you can be confident that our experienced teams offer practical knowledge and are committed to your success.

### Verint. Powering Actionable Intelligence®

Verint® is a global leader in Actionable Intelligence® solutions with a focus on customer engagement optimization, security intelligence, and fraud, risk and compliance. Today, more than 10,000 organizations in 180 countries – including over 80 percent of the Fortune 100 – count on Verint solutions to make more informed, effective, and timely decisions.

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