

Frequently Asked Questions

About The New

Impact 360 Express

Version A1

April 2008

About Verint Witness Actionable Solutions

Verint® Witness Actionable Solutions™ was formed as a result of the company's successful combination with workforce optimization provider Witness Systems. Verint Witness Actionable Solutions enables organizations to capture and analyze customer interactions, improve workforce performance and optimize service processes in contact center, branch, and back office operations. With the industry's broadest portfolio of innovative solutions for customer service analytics, workforce optimization, quality monitoring/full-time recording, workforce management, eLearning, performance management, and customer surveys, Verint Witness Actionable Solutions helps companies uncover business trends, discover the root cause of employee and customer behavior, and power the right decisions to help ensure service excellence and achieve continuous performance improvement across every aspect of customer 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.

By providing this document, Verint Systems Inc. is not making any representations regarding the correctness or completeness of its contents and reserves the right to alter this document at any time without notice.

Features listed in this document are subject to change. Please contact Verint for current product features and specifications.

All marks referenced herein with the ® or TM symbol are registered trademarks or trademarks of Verint Systems Inc. or its subsidiaries. All rights reserved. All other marks are trademarks of their respective owners.

© 2008 Verint Systems Inc. All Rights Reserved Worldwide.

CONFIDENTIAL AND PROPRIETARY INFORMATION OF VERINT SYSTEMS INC.

The contents of this material are confidential and proprietary to Verint Systems Inc. and may not be reproduced, published, or disclosed to others without express authorization of Verint Systems Inc.

What is Impact 360 Express?

Impact 360 Express is a proven and rich portfolio of workforce optimization solutions addressing critical customer service functions, including:

- Quality monitoring
- Full-time voice recording
- Screen recording
- Real-time monitoring for coaching
- Forecasting and scheduling
- Schedule adherence
- Skill Enhancement

Impact 360 Express is a scalable workforce optimization (WFO) solution designed specifically for contact centers up to 168 agents.

What is Workforce Optimization (WFO)?

Workforce optimization is the coming together of key contact center workforce performance technologies such as quality monitoring, workforce management and elearning, enabling powerful workflows and synergistic processes that empower the contact center to do more with its workforce than ever before.

Is Impact 360 Express sold in packages similar to the way Impact 360 is sold?

The Impact 360 Express WFO solution is marketed as packages that combine functions from complementary solution areas including Quality Monitoring (QM) and Recording, Workforce Management (WFM) and Skill Enhancement, providing different levels of functionality based on contact center needs.

- Impact 360 Express Workforce Optimization provides a workforce performance and productivity solution that includes recording, quality monitoring (with voice and screen capture and real-time monitoring), forecasting and scheduling, adherence monitoring, Content Producer, and Course Assigner.
- Impact 360 Express Quality Monitoring includes recording, quality monitoring (with voice and screen capture and real-time monitoring), Content Producer, and Course Assigner.

- Impact 360 Express Workforce Management includes forecasting and scheduling and adherence monitoring.
- Impact 360 Compliance Recording which provides full-time recording.

The table below summarizes the main functional modules that are included in the Express Compliance Recording (eREC), Express Quality Monitoring (eQM), Express Workforce Management (eWFM) and Express Workforce Optimization (eWFO) packages.

Function / Module Name	eREC Package	eQM Package	eWFM Package	eWFO Package
Recording (Acquisition) & QM				
Voice Recording, Search and Replay	◆	◆		◆
Screen Capture		◆		◆
Ad-hoc Reporting		◆		◆
Workflow and Alerts	◆	◆		◆
Evaluations		◆		◆
Smart Inbox		◆		◆
Real Time Monitoring		◆		◆
WFM				
Forecasting and Scheduling			◆	◆
Web Enabled Self Services – Shift Viewing and Swapping			◆	◆
Advanced Adherence			◆	◆
Standard Reports			◆	◆
Time off Manager			Optional	Optional
Shift Bidding			Optional	Optional
Skill Enhancement				
Content Producer		◆		◆
Course Assigner		◆		◆

Does Impact 360 Express provide Quality Management?

Yes, the Impact 360 Express QM and WFO packages include Quality Management, which provides a comprehensive set of monitoring and evaluation tools designed to enable organizations to continually improve the quality of their customer interactions.

Impact 360 Express Quality Management measures more than just agent performance. It measures how well an organization’s people, processes and products meet their customer’s needs.

Quality Management – Impact 360 Express enables supervisors and managers to replay agent calls while simultaneously scoring agent performance against user defined evaluation forms. By analyzing these evaluations historically, supervisors are able to track agent performance and identify potential

training or coaching needs. By comparing performance of agents against their peers, organizations are able to raise contact center performance to the level of the best performing agents.

Customer Experience Management – Impact 360 Express brings the voice of the customer right to the manager’s desktop. Organizations can listen to the entire customer interaction through holds and transfers, to better understand how effectively their processes and programs meet customer needs.

Does Impact 360 Express provide eLearning?

Yes, Impact 360 Express QM and WFO packages provide SMB call centers with the ability to improve the skills of their agents. Course Assigner provides learning and coaching components that enable you to intelligently manage the entire agent evaluation, feedback, coaching, and development process. You can quickly discover gaps and deficiencies in agent skill sets, and take prompt corrective action to impact performance and increase motivation. With Content Producer, you are able to also create training lessons in a variety of methods. Call from Express Quality Monitoring can be used as best practice clips. You can create system simulation courses through screen captures and configurable interaction points. Additionally, you can create comprehensive testing and evaluation events, track scores and report results with ease.

Does Impact 360 Express provide Workforce Management?

Yes, Impact 360 Express WFM and WFO packages provide the key components necessary to effectively manage your workforce, including Forecasting and Scheduling (F&S), the core software client module of the WFM solution that is used to forecast and generate optimum schedules on an intraday, daily and weekly basis. The capabilities of F&S are typically accessed by schedulers, analysts and managers and to a lesser extent by Supervisors. Also included is Advanced Adherence, which provides a real-time view into the agents’ activities in the SMB contact center. It tracks their adherence to schedule for phone-based activities including the auxillary code states. By ensuring agents work on assigned activities as scheduled and accurately managing agent time, Advanced Adherence increases agent productivity, accountability and management effectiveness.

Does Impact 360 Express provide Real Time Supervision?

Yes, the Impact 360 Express QM and WFO packages include the Supervisor Dashboard, which delivers Real-Time Monitoring, Evaluation, and Assistance that empowers customers to observe and evaluate agent activities as they happen, and take immediate action based on the insights obtained. As a result, you can quickly identify performance deficiencies, instantly intervene during problematic calls, and provide targeted feedback directly following the interaction

.Impact 360 Express Supervisor Dashboard is ideal for:

- o Coaching new agents
- o Monitoring a new campaign

- o Outsourcers to offer to their clients

Is Impact 360 Express a new product?

Impact 360 Express is made up of mature product components currently on the market by Verint Witness Actionable Solutions. The included components were selected for their relevance to the SMB call center, re-engineered to operate as a single-server (eQM, eWFM) or dual-server (eWFO) and priced right for the SMB market.

How does Impact 360 Express differ from Impact 360?

In terms of end-user functionality in the included components, there are few differences in the products whatsoever. However, in order to meet the specific needs of the small to mid-sized contact center, some key adjustments were made:

- Scalability – to remove the high entry costs of the Impact 360 solution that can support many thousands of agents, Impact 360 Express leverages the fact that Impact 360 complies with ‘Open Standards’ and the scalability of the latest computer hardware. Impact 360 Express therefore, runs on a single standard-build server hence reducing hardware costs. The Impact 360 Express applications can then be purchased on a per agent basis, allowing organizations to purchase the capability they require when they require it. This scalability enables small to mid-sized contact centers to gain the benefits of a comprehensive Intelligent Recording solution at a comparative cost-per-agent as larger contact centers.
- Simplification of Implementation – by limiting the number of environments supported by Impact 360 Express and focusing its deployment to single site contact centers, the implementation process for Express has been simplified significantly. An Impact 360 Express Installation Wizard enables our partners to install and configure an Impact 360 Express solution in a single day.
- Ease of Management – this same Wizard can then be used by the customer to make configuration changes to the system, reducing the time taken to add new users or modify configurations. In addition to this a number of self-housekeeping functions have been added to ensure that ongoing cost of ownership is minimized.

Please note that analytics applications are not available on the Express platform today.

Does Impact 360 Express utilize Selective Recording?

In large contact centers, where to capture every call a large number of trunks or stations are required to be recorded, then Selective Recording is often considered to be a least cost option. However, in smaller contact centers (i.e. less than 100 agent positions), this cost differential is so small it becomes insignificant.

Impact 360 Express therefore leverages the additional benefits that can be gained from recording every single interaction.

The key benefit is based on the fact that you are unable to determine the type and quality of a call until the call is completed. That is why Impact 360 Express captures every single call and then at the end of the call determines the significance of this call in order to decide whether the interaction is retained or purged. This enables quality management to be performed on an Intelligent Sample of calls selected against a set of user defined criteria such as call type, call length, number of holds, etc. This has major advantages over selective recording, where calls are randomly selected to be recorded at the start of the call generating a 'statistical average' sample of calls, rather than with Express delivering the full range of exceptionally good, exceptionally bad and average interactions.

What reports do I get with Impact 360 Express?

Impact 360 Express provides a comprehensive standard set of textual and graphical reports based around Agent Quality Management, Customer Experience Management and Workforce management. These reports enable users to drill down onto evaluations that have been performed and to compare and contrast these historically and across different agents, agent groups and the entire contact center. See the Impact 360 Express Solution Guide for more detailed information.

How are the needs of smaller businesses different than larger companies when it comes to workforce optimization? What features are more important to them?

Today's contact centers face the challenge of meeting customer expectations while controlling operating costs and making the best use of their resources. While centers of all sizes often struggle with this challenge, it can be particularly difficult in smaller centers, where a single agent can impact performance—and customer satisfaction.

We understand that smaller contact centers can have unique needs and constraints, and Impact 360 Express is designed with simplicity in mind for that very reason. Its intuitive interface can help contact center staff become more productive right away, while built-in health monitoring tools and auto diagnostics can streamline management and minimize maintenance. The solution doesn't require expensive hardware, middleware, or desktop applications; it can be up and running quickly.

Impact 360 Express is designed to accommodate traditional time-division multiplex (TDM), Internet protocol (IP), and mixed telephony environments. The solution is fully scalable, so users can select just those capabilities they require today and add functionality as operations grow.

When smaller businesses buy workforce optimization, what kinds of systems are they replacing?

They're often replacing individual components; "pieces" of the workforce optimization puzzle. They may be replacing older technology for recording, for example, and sometimes quality monitoring (QM) or even workforce management. The key here is that they're telling us they are frustrated with separate vendors and the separate support numbers and maintenance contracts that come with them, and they're also frustrated with the many manual processes involved in tying these processes together: finding a call to evaluate for QM, for example, or taking QM results and "closing the loop" by ensuring training follow-up. Typically the smaller the business the more hats those running the center need to wear. Those folks could certainly use more actionable information and less manual process.

Where does the biggest ROI come into play for SMBs with workforce optimization?

With Impact 360 Express, SMBs can benefit from some of the very same functionality, performance and productivity gains as large, multi-site, distributed enterprises. As a matter of fact, with the hectic pace and tight budgets many leaders in smaller contact centers face, one could argue there is no one who needs tools to assist with efficiency and productivity more. Impact 360 Express can help equip SMBs and their contact center operations to understand trends, spot potential problems and proactively address them. The solution also enables companies to streamline business processes, satisfy compliance and regulatory requirements, better manage disputes and minimize losses; and help deliver world-class customer experiences. Further, organizations can leverage the solution to help simplify forecasting and scheduling, while also providing eLearning capabilities.