

Unlock the One Workforce Advantage to Empower Exceptional CX Teams

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What is One Workforce?

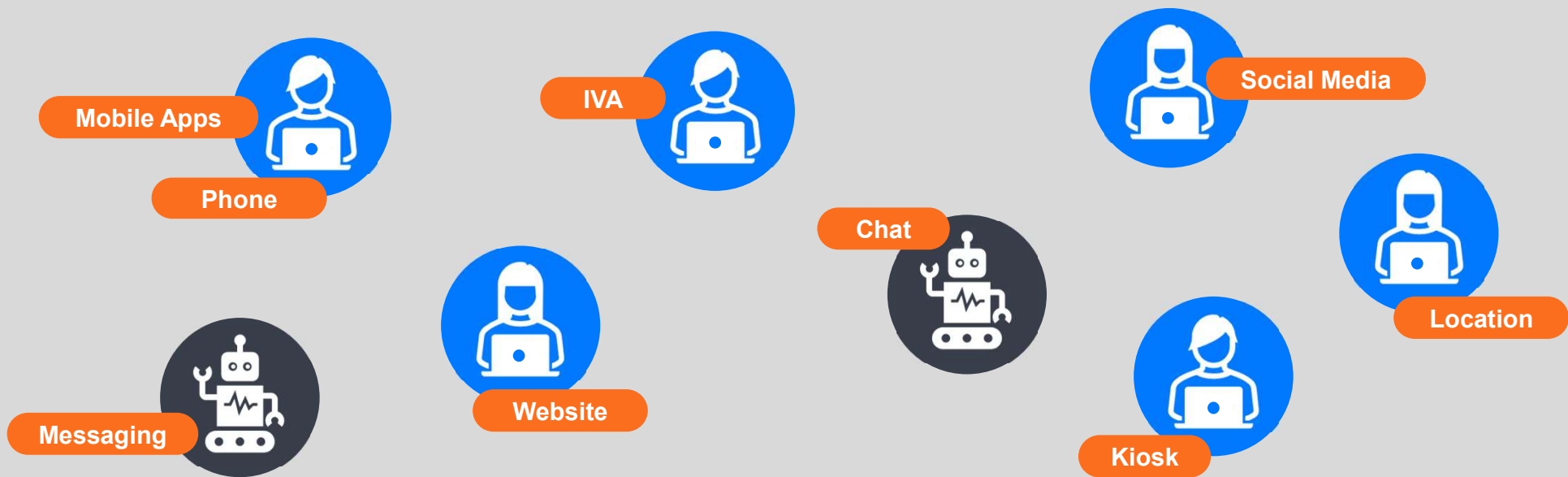
Enable the entire workforce to engage with customers in the right way at the right time.

Increasing:

- Capacity
- Flexibility
- Agility



Why is One Workforce Approach so Critical Now?



Why is One Workforce Approach so Critical Now?



One Workforce is about breaking down silos

What comes after the resource sharing?

- When sharing resources across silos, you must ensure all engagements are still of high quality
- Transform “interactions” into “engagements”
 - Interactions are individual, disconnected sessions on a particular channel
 - Engagements preserve context across channels for a unified conversation



Why do you need One Workforce?

Rising interaction numbers and customer expectations have changed the game

Customers

Want to interact on their channel of choice, to easily change channels as needed, and to be able to pick up the conversation where it left off.

Employees

Want the tools to do their job well, including real-time support and a centralized knowledge base to quickly and accurately answer questions.

Organization

Want to attract and retain top talent, schedule humans and bots where needed on any channel, and have the data to take corrective action as needed.



How does One Workforce create One Company?

Enhanced Experience Insights

- **Capturing insights** and feedback across digital and traditional channels
- **Complete data** to understand full customer journey and drive better outcomes

Improved CX Operations

- Consistent **high quality CX** across any engagement point
- **Drive faster action** to improve CX
- Ability to be **respond quickly to changes in demand**
- **Increased efficiency and effectiveness** across all work types

How does One Workforce create One Company?

Elevated Employee Experience

- **Provide job mobility** across the organization, driving higher retention
- **Improve collaboration** with greater understanding of functional roles
- **Find the right candidates** quickly by using predictive analytics to identify those who are likely to stay with the company
- **Create optimal resource plans** for both human and bot across the organization
- **Make any-employee the right employee** by providing a single source of truth to answer any customer question effortlessly

How to Enable the One Workforce Approach

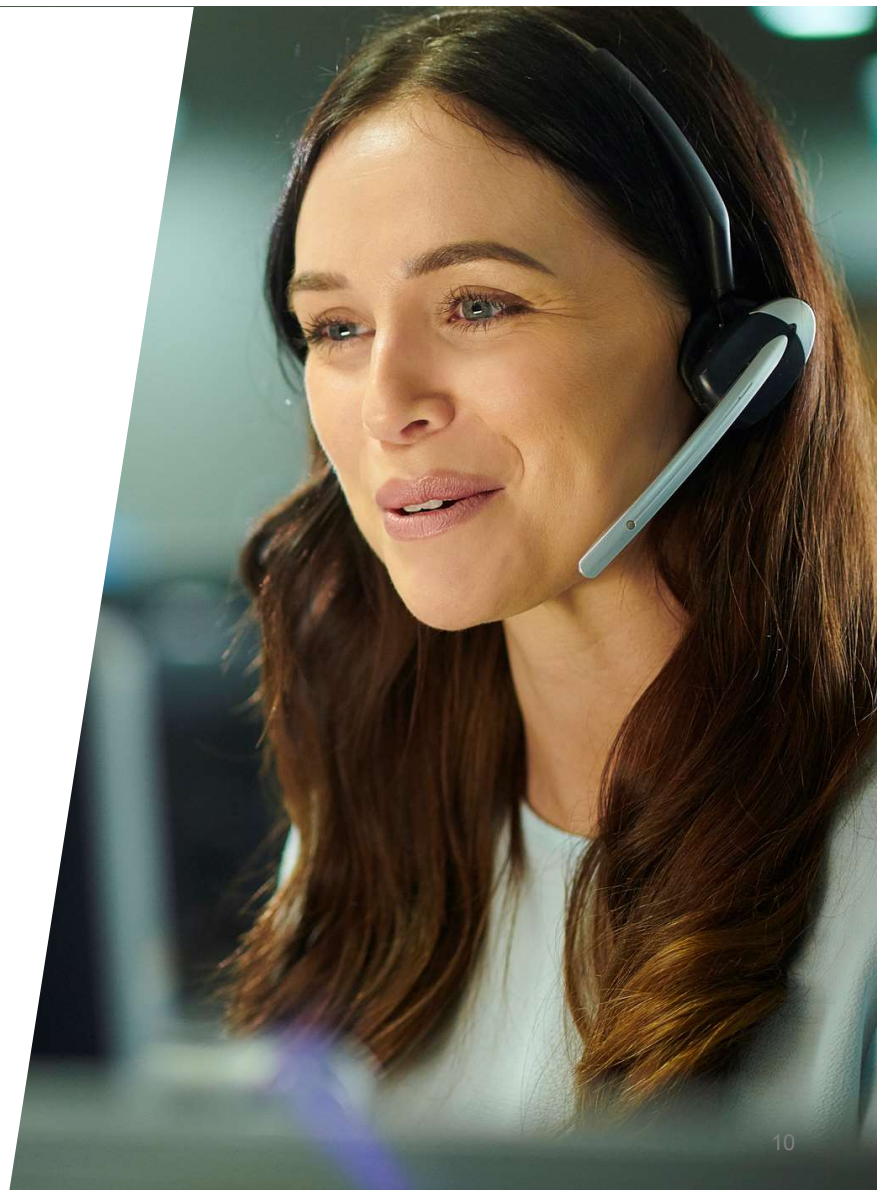
Building Blocks can be Deployed Gradually

Orchestration and Knowledge



Orchestration and Knowledge

- Orchestrate digital and voice channels
- Enable collaboration across front and back-office workforce to optimize customer engagement
- Single source of instant, accurate knowledge for employees and bots across channels and across the enterprise
- Contextual knowledge for real-time support



How to Enable the One Workforce Approach

Building Blocks can be Deployed Gradually

Orchestration and Knowledge

Quality and Compliance



Quality and Compliance

- Automatically include customer perception of quality
- Automatically review up to 100% of interactions across channels for insight into performance and compliance
- Provide AI-driven, real-time coaching to employees working from anywhere
- Reduce compliance breaches and helps employees follow correct processes



How to Enable the One Workforce Approach

Building Blocks can be Deployed Gradually

Orchestration and Knowledge

Quality and Compliance

Analytics



Experience Analytics

- Capture experience data from customers and employees across channels
- Unify feedback from across your organization and manage the timing of surveys to eliminate “feedback fatigue” and capture critical moments in the customer journey
- Understand behavior, attitudinal, and inferred inputs for a complete view of your customer and employee journey



Interaction Analytics

- Analyze up to 100% of interactions across channels
- Improve customer loyalty and reduce churn by identifying interactions that lead to negative sentiment, inefficiency or other negative outcomes
- Reduce operational cost and increase revenue by identifying opportunities to optimize processes, deflect interactions to self-service, and increase conversion



How to Enable the One Workforce Approach

Building Blocks can be Deployed Gradually

Orchestration and Knowledge

Quality and Compliance

Analytics

Hiring, Forecasting, and Scheduling



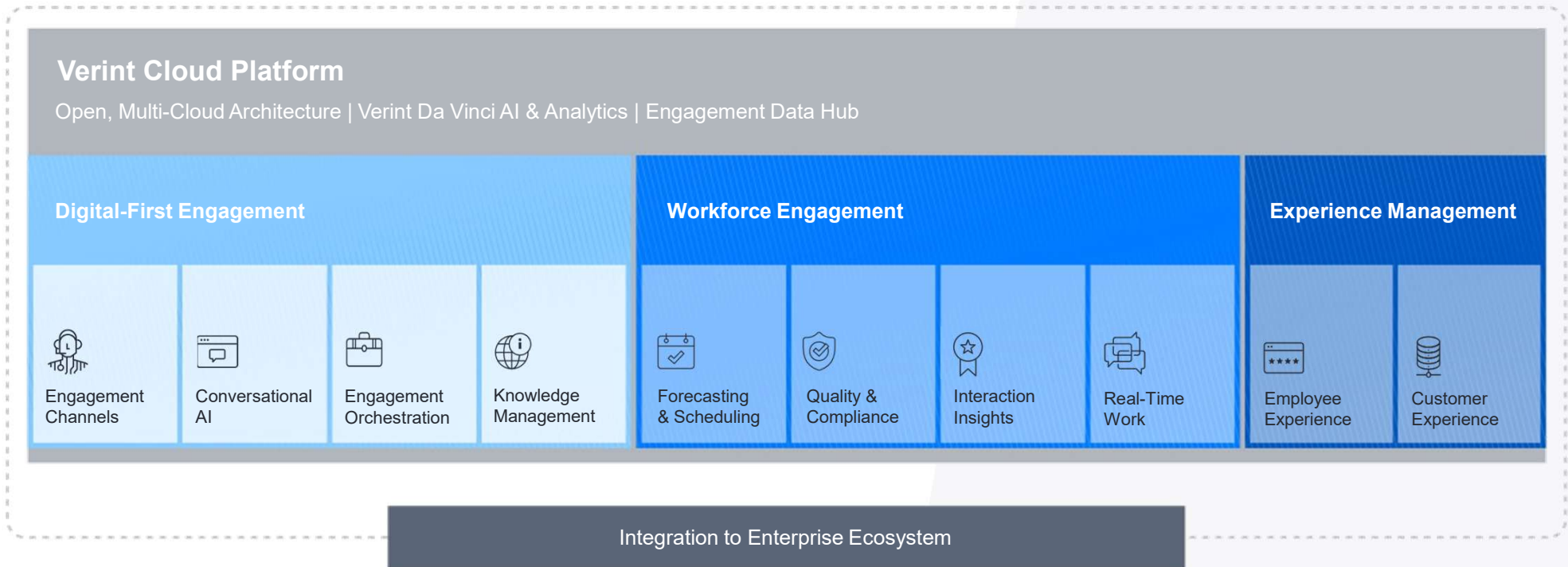
Hiring, Forecasting and Scheduling

- Use AI and Predictive Analytics models to identify candidates that stay longer and perform at higher performance levels
- Enables greater reach to wider and more diverse pool of candidates in a work-from-anywhere world
- Forecast and schedule work across the enterprise with visibility to see current work volumes and route work to the right resources
- Support employee flexibility with mobile apps and AI



Verint Cloud Platform Supports the ONE WORKFORCE

Solutions to enable and empower employees and bots as they Engage with the Customer across all channels



Thank You

