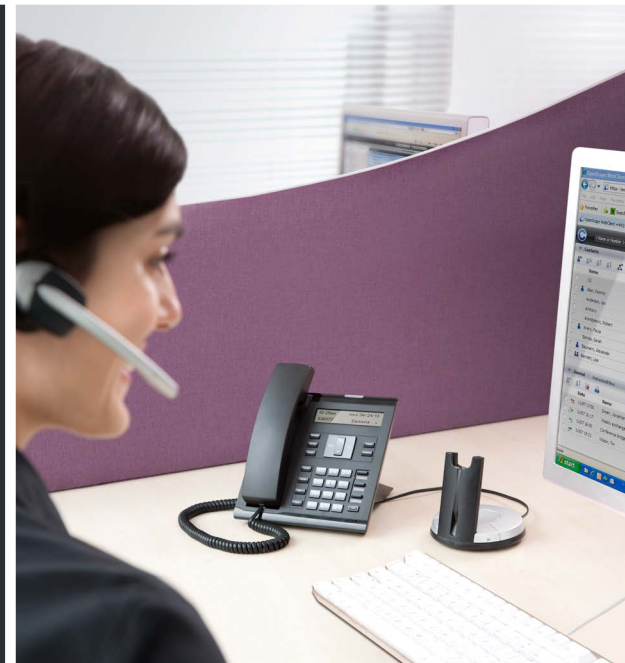# OpenScape Cloud
Contact Center
Workforce Optimization

Powered by Verint®

Better, faster, deeper customer care

Introducing the world's first cloud-based workforce optimization solution specifically designed for customer care.

Managing your workforce to deliver exceptional customer service.

Want to improve everything about the way you deliver customer service?

What if you could serve customers better, save money and gain actionable intelligence from every single interaction?

And imagine doing it all, with the agility, scalability and pay-as-you-go pricing you get from a cloud solution.

Too good to be true? Not with OpenScape Cloud Contact Center Workforce Optimization (WFO) from Unify.

It's the world's first cloud-based workforce optimization solution. It's powered by market leader, Verint®, and it really can help you improve every element of your customers' experiences.

From quality monitoring through workforce management to eLearning, you get unprecedented visibility into performance, operations and customer intelligence across your organization.

You can:

- Capture and analyze customer interactions
- Improve workforce performance
- Uncover business trends and competitive advantages
- Discover the root cause of customer and employee behavior
- Connect your customer care operations with the rest of your enterprise
- Enhance customer service across your organization
- Make better decisions faster

# Incredibly Intelligent Workforce Management

All the insights you need to run a world class contact center.

WFO in Action

OpenScape Cloud Contact Center WFO is incredibly effective in supporting specific contact center functions, starting with contact recording, quality monitoring, and workforce management.

But even greater value comes when you use the comprehensive suite.

At the click of a mouse, it 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.
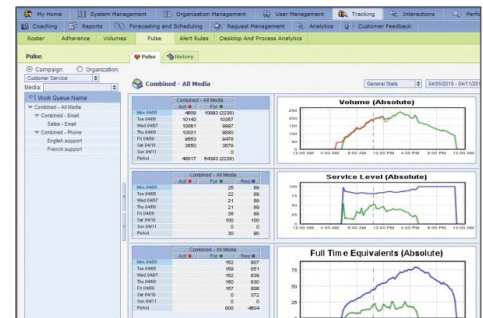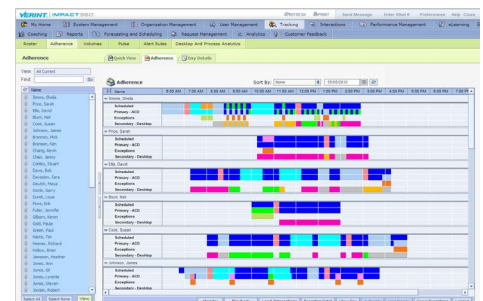
Predict

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
Automatically factor in the skills and proficiency levels of each employee to easily adjust schedules.

Perform

Adherence

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

Contact Recording

Capture interactions based on rules you define. Then review them easily or forward them to others. Standard AES-256 file-level encryption of audio and screen recordings ensures your recorded data is protected, and you're compliant with PCI DSS.

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.

Then view your actionable intelligence through a portfolio of powerful reports.

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.

It's just better in the cloud

- No up front capital investment, no ongoing equipment maintenance or upgrade costs.
- No waiting for new versions. OpenScape Cloud Contact Center WFO always gives the latest and greatest that Verint WFO has to offer.
- No limited optimization or visibility. You can optimize staff across any location including at-home agents and outsourcers.
- No security concerns. Our security measures are extensive, monitored by dedicated Trust Office staff, and includes SAS70 audited data centers, PCI compliance and Safe Harbor Certification.
- No overpayment based on seasonal workforce spikes; our pay-as-you-go model sees to that. You can scale capacity to real-time demand, so you can forget about overprovisioning systems for high demand periods.

No up front capital investment, no ongoing equipment maintenance or upgrade costs.

No limited functionality and visibility.

No worries about security.

Pay for what you use. That's it.

OpenScape Cloud Contact Center Workforce Optimization Suite

(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