

Impact 360 eLearning

Now You Can:

- Transform training from a sporadic, inconsistent, “one size fits all” activity into a seamless, automatic process tailored to the needs of individual agents or groups.
- Supplement classroom training with eLearning delivered directly to your employees’ desktops.
- Familiarize employees quickly with new processes, procedures, programs, and regulations.
- Use recorded interactions to create company-specific learning clips that reinforce best practices.
- Implement an automated, Web-based training solution that provides a continuous cycle of learning triggered by quality monitoring performance evaluation scores and scorecard key performance indicators.
- Ensure a consistent, effective training program, even across multiple sites.
- Provide valuable business insight throughout the enterprise.
- Benefit from eLearning functionality that’s integrated with Impact 360™ Workforce Optimization, Workforce Management, and Quality Monitoring packages, as well as optional, add-on functionality that extends the value of your solution.

Assignment	Status	Duration	Priority	Start	At/From
Webster Wireless - Shipping Rate Plans	Not Started	30 minute(s)	High	04/15/04	Start
Trainersoft - Defusing Customer Emotions	In progress	30 minute(s)	High	04/15/04	Resume
Trainersoft - Understanding Auto/In Sales	Not Started	30 minute(s)	Medium	04/15/04	Start
Navigating the Collections System	Not Started	8 minute(s)	Medium	04/14/04	Resume
Shipping Rate Plans	Not Started	8 minute(s)	Low	04/14/04	Start
Trainersoft - Understanding the Problem	Not Started	30 minute(s)	Low	04/14/04	Start

Impact 360 eLearning includes Lesson Management, which allows employees to access, complete, and track assigned coursework from their desktops.

IMPLEMENT A PRACTICAL SOLUTION FOR CONSISTENT, PERFORMANCE-BASED LEARNING

For many organizations, building and keeping employee skills sharp is a continual challenge. This is particularly true in contact centers and customer service departments, where agents and representatives are bombarded continually with information about new products, services, programs, and regulations. And when you factor in multiple locations, shifts, languages, and region-specific campaigns and laws, it’s no wonder that training can be problematic.

Verint® Witness® Actionable Solutions can help. Our Impact 360™ **Workforce Optimization, Workforce Management, and Quality Monitoring** solution packages come with built-in, Web-based eLearning functionality that can help your organization gain control over training — and then excel at it. You benefit from a practical, powerful solution that delivers measurable results.

ASSIGN, MONITOR, AND EVALUATE TRAINING EASILY

Right out of the box, Impact 360 Workforce Optimization includes flexible eLearning functionality that makes training available directly on the agent desktop. Supervisors can assign courses and other training content to individuals or groups manually based on their own observations about employee strengths and weaknesses. Training can also be triggered automatically by scorecard results and quality monitoring performance evaluations. Employees can even assign lessons to themselves proactively to improve their skills.

Impact 360 delivers this content directly to the employee desktop at the most opportune time, to minimize impact on service levels. Pop-up alerts and email notifications inform users about scheduled learning events, such as lesson assignments, lesson times, or lessons approaching a due date. A flexible system of access rights enables supervisors to browse through course completion reports and subsequent performance records for individual agents, teams, or the contact center as a whole.

MANAGE LEARNING DIRECTLY FROM THE DESKTOP

Impact 360 provides Lesson Management functionality that enables your service representatives, agents, and managers to access their training assignments without ever leaving their desks. An intuitive, browser-based interface shows the specific coursework that has been assigned, the duration and priority of each lesson, and the deadline for completion.

With the click of a mouse, employees can initiate a learning session. Sessions can include materials created in-house, as well as any AICC-compliant courseware purchased off the shelf. The system shows a history of courses that have been completed and the scores associated with each.

eLearning

PART OF THE IMPACT 360 WORKFORCE OPTIMIZATION SOLUTION

Supervisors can view course transcripts and run reports, enabling them to assess the progress and status of training for individual employees.

CREATE TRAINING CONTENT QUICKLY

You can create training content from your own recorded interactions using Impact 360 Contact Editing. Based on business rules that you define, you can capture interactions and then edit them into "learning clips" highlighting best practices, such as examples of successful up-selling. Creating clips is easy. A customized piece of learning can be created in just a few hours, enabling you to respond rapidly to changes in processes, regulations, and programs — something that's just not practical with traditional courseware development or classroom training. You can even incorporate quizzes and assessments that can be saved and tracked to assess an employee's progress.

ADD OPTIONAL FUNCTIONALITY ENHANCEMENTS

To receive extended eLearning benefits, you can enhance your Impact 360 solution with optional, add-on functionality, including:

Competency-based Learning — Provides individualized training automatically based on competency gaps identified in scorecards or quality monitoring evaluations. Training is scheduled via Impact 360 Workforce Management to minimize impact on service levels. The appropriate training is delivered right to the desktop, and the system shows each person which courses he or she is required to take. In addition, new competency levels can be noted when supervisors review recorded interactions, allowing them to make additional training assignments if required.

Desktop Learning Library — Makes a Web-based library of Impact 360 training materials available on the desktop, allowing your agents, supervisors, and administrators to refresh their skills while providing a convenient way for new hires to learn to use Impact 360. Lessons are short, interactive, and organized into learning tracks. Students can review the material at their own pace, and assessments show how they have mastered each lesson. These assessments provide a record of training while enabling supervisors to make additional assignments as necessary.

Interaction Skills Courseware — Focuses on key skills for contact center agents, such as communication, sales, service, phone, and e-media techniques. Lessons are organized into tracks and are approximately 15 minutes in length.

eLEARNING — PART OF THE IMPACT 360 WORKFORCE OPTIMIZATION SOLUTION

Impact 360 eLearning is part of the Impact 360 Workforce Optimization solution from Verint Witness Actionable Solutions. Impact 360 unifies performance management, workforce management, full-time recording, quality monitoring, and eLearning under one platform that provides a single user interface and centralized system administration and reporting — along with new software for customer feedback. With Impact 360, your contact center and back-office operations — including branch banks in the financial services market — can capture, share, and act on information from across the enterprise. As a result, you can make better decisions faster — and benefit from a single, coordinated source of support, service, and maintenance with a lower total cost of ownership.

RECEIVE GUIDANCE FROM WORLD-CLASS CONSULTANTS

Verint Witness Actionable Solutions offers professional services that can help you get the most from your investment. From implementation to business consulting to technical support and training, you can be confident that our experienced consultants understand your business practices and operations — and are committed to your success.

About Verint Witness Actionable Solutions

Verint® Witness® Actionable Solutions was formed as a result of Verint's successful combination with workforce optimization provider, Witness Systems. Our software and services enable organizations to capture and analyze customer interactions, improve workforce performance, and optimize service processes in contact center, branch, and back-office operations.

Verint. Powering Actionable Intelligence.®

Verint Systems Inc. is a leading global provider of analytic software-based solutions for enterprise optimization and security. Verint solutions help organizations make sense of the vast voice, video, and data available to them, transforming this information into *actionable intelligence*™ for better decisions and highly effective performance.

Since 1994, Verint has been committed to developing innovative solutions that help global organizations achieve their most important objectives. Today, organizations in over 100 countries use Verint solutions to enhance security, boost operational efficiency, and fuel profitability.



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