



Got Verint?

We ARE "The WFM People"



Your Single Source Education Provider for all your Verint training needs



Using Verint

Are you using Verint within your organization?



User Adoption

Are you getting full user adoption out of your Verint solution?

Don't make the mistake of thinking "Onboarding" and "Adoption" are the same thing. Leverage our years of hands on Verint experience to get the best use out of your solution.

WHY WORK WITH US

- We are a trusted Verint education partner.
- We train the full WFO suite of Verint products.
- Many of our trainers have worked directly as users of the solution giving them real world, hands on experience. This allows for out of the box use cases for training and configuration.
- Many of our trainers have used other WFO solutions, making transitioning from one solution to the Verint solution a breeze.
- Our trainers collectively have over 50 years of training and consulting experience.

...she was able to guide us to solutions we were not sure would even exist and advised us on how to best utilize this new system."

~ Twyla W, Sacramento Municipal Utility District



Verint Solutions We Train

- **WORKFORCE MANAGEMENT (WFM)**
Two 4-day engagements to teach WFM administrators how to configure Verint's WFM solution to meet the needs of your company, as well as utilize additional tools to enhance your current scheduling practices like request management, shift bids, and staffing profiles. We also cover how to leverage the tool from an end-user's perspective to ease the burden of driving adoption and implementing this solution.
- **QUALITY MONITORING (QM)**
3-day training, starting off with key concepts within the tool like organization structure, flags, forms, and inboxes. From there users are trained on how to build forms and how to replicate current QM practices through Verint's proprietary form designer. Lastly, users are taught how to leverage the tool from an end-user perspective.
- **PERFORMANCE MANAGEMENT (PM)**
2-day training, starting off with key concepts as they relate to Performance Management including but not limited to, terminology, architecture, functionality, integration capabilities. From there we dive into scorecard administration, from an end-user's perspective, how to navigate and analyze the scorecard application and how to leverage tools such as Coaching and eLearning that integrate with the WFM/PM solution.
- **DESKTOP PROCESS ANALYTICS (DPA)**
2 days, one day focusing on the administration of the application and components of the application like triggers and modules as well as best practices from a design and implementation standpoint. In addition to administration the training also covers how to leverage the reporting side of the application to quantify workload or reveal hidden capacity or review an organizations desktop activities.
- **SPEECH ANALYTICS (SA)**
Two 4-day engagements to teach speech analysts how to use Verint's Speech Analytics solution to view AI generated possible root cause, trending on spoken terms and phrases as well as build "Categories" to identify special scenarios or to find those "needle in a haystack" calls.
- **AUTOMATED QUALITY MONITORING (AQM)**
This 1-day course focuses on configuring rules in Form Designer to automatically evaluate agent performance on customer interactions and provide use case examples.

