

IMPACT 360® eLearning

Now You Can:

- Transform training from a sporadic, inconsistent, “one size fits all” activity into an automatic process tailored to the needs of individual agents, groups, or sites.
- Deliver training right to the desktop to help familiarize employees with new procedures, programs, and regulations.
- Use recorded interactions to create learning clips that reinforce best practices.
- Provide a continuous cycle of learning triggered by quality monitoring performance evaluation scores and scorecard key performance indicators.
- Benefit from eLearning functionality that’s part of the Impact 360® Workforce Optimization, Impact 360 Workforce Management, and Impact 360 Quality Monitoring solution packages.

Lesson Name	Type	Status	Due Date	Expected Duration	Number of Assignments	Priority
Accelerate the Positive	Lesson	Not Started	-	0:25:00	4	
Accessing Reports in Producer 3.0.8	Lesson	Not Started	-	0:15:00	1	Low
Adding Lessons to the Catalog	Lesson	Not Started	-	0:15:00	3	Low
Assigning Lessons and Blocks	Lesson	Not Started	-	0:15:00	2	Low
Block Office Block	Block	Bookmarked	-	0:30:00	1	Low
Creating clicking sound	Lesson	Done	05/23/2007	0:15:00	2	Medium
Assigning Lessons and Blocks	Lesson	Not Started	-	0:15:00	2	Low
Collective Call	Lesson	Not Started	-	0:15:00	1	Low
Creating the Customer	Lesson	Bookmarked	-	0:15:00	2	Low
How to create a QM evaluation	Lesson	Not Started	-	0:15:00	2	Low
Recognizing Opportunities to Sell	Lesson	Not Started	-	0:35:00	2	Low
Sample Lesson	Lesson	Not Started	-	0:15:00	1	Low
Self-Dial Block	Block	Bookmarked	-	1:45:00	1	Low
How to create a QM evaluation	Lesson	Not Started	-	0:15:00	2	Low
Accelerate the Positive	Lesson	Not Started	-	0:25:00	4	
Creating the Customer	Lesson	Bookmarked	-	0:15:00	2	Low
Recognizing Opportunities to Sell	Lesson	Not Started	-	0:35:00	2	Low
Adding Lessons to the Catalog	Lesson	Not Started	-	0:15:00	3	Low
Using Quality Now	Lesson	Not Started	-	0:15:00	2	Low

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 can be a continual challenge. This is particularly true in contact centers and customer service departments, where agents and representatives are often 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**, **Impact 360 Workforce Management**, and **Impact 360 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 can deliver 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 can deliver this content directly to the employee desktop at the most opportune time, to help 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 can enable 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. 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 Content Producer. 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. A customized piece of learning can be created in just a few hours, and you can even incorporate quizzes and assessments that can be 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 can be 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, helping your agents, supervisors, and administrators 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.

Coaching — Provides out-of-the-box workflow for scheduling, delivering, and tracking coaching that’s integrated with individual quality monitoring evaluation scores and key performance indicators (KPIs). Helps organizations provide employees with better guidance on how to develop and enhance their skills.

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 Impact 360, an analytics-driven workforce optimization solution from Verint Witness Actionable Solutions. Impact 360 brings together quality monitoring, TDM and IP recording, workforce management, speech and data analytics, customer feedback surveys, performance management, eLearning, and coaching into a unified solution for analyzing customer interactions, improving workforce performance, and optimizing service processes. With Impact 360, your contact center, branch offices, and back-office operations can capture, share, and act on enterprise information, helping you make better decisions faster — and benefit from a single, coordinated source of support, service, and maintenance.

Receive Guidance from World-class Consultants



Verint Impact Services are professional services that can help you get the most from your investment. From implementation, technical support, and training to process and change management, performance management, and solutions consulting, 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™ is the leader in analytics-driven workforce optimization. Its solutions are designed to help organizations capture customer intelligence, uncover business trends, discover the root cause of employee and customer behavior, and optimize the customer experience across contact center, branch, and back-office 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.



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