

CASE STUDY | BPO

Leading US-based BPO upgrades Verint WFM, call recording, and QM platform

To improve user and customer experience



About the client

Based in the United States, the client is a global provider of call centers, back-office processing, business process outsourcing (BPO), customer acquisition and retention, and customer onboarding services.

Requirement

The client was using the Verint I360 15.1 platform and wanted to upgrade to 15.2, the most recent version. The client was looking to leverage the numerous additional features and migrate data to the latest version.

Solution

Verint's technology partner Servion has implemented the entire 15.2 platform for the client. The project started with pre-upgrade verification, server inventory assessment, data backup verification, configuration backup, and upgrade plans. The solution included the following:

- **Workforce Management (WFM)** with a modern interface and multiple browser support complementing the user workflow and improving the accessibility and efficiency of navigation, forecasting, scheduling, tracking, and allocations. It includes new features such as flextime, withdrawal of approved shift swaps and change requests, multiple time-off

pools per employee, flexible VTO options, shift bid auctions for daily shifts constructed from multiple shift blocks, and easier submission of shift bid choices.

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- **Call recording and quality management (QM)** with playback service actions (including media playback, download, and send) are audited within the Unified auditing framework, covering primarily administrative activities.
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- **Consolidation and retention of log information** and centrally managing it across subsystems
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- **Mobile Gateway server** updated to support Redis version 4.0, an open-source (BSD licensed), in-memory data structure store used as a database, cache, and message broker.
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- **Data encryption and authentication** to support cloud and mobile deployment
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- **Unicode support** to enable annotations in interaction tags in all languages, including Chinese characters

- **Form Designer** that can automatically create and maintain source measures and KPIs in the Scorecards application when a form is published

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- **New request management** setting for administrators

Business outcomes

- A more effective and quick user interface for exploring new features and improving user experience
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- Supports the latest Microsoft platforms on Microsoft Edge (Chromium), Chrome, and Safari
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- Improved security by adopting an advanced encryption technology - Thales encryption servers
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- New and improved shift swap requests in the mobile app
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- Improvement in the interaction search criteria to enhance the search

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