Revealing the Trouble with Manual Call Evaluations

Industry sources estimate that less than 1% of all recorded agent interactions are evaluated due to extensive time and resource requirements for manual call evaluation...

...low call evaluation rates are not only statistically invalid—they make it difficult to understand your agent performance.

...opportunities for performance are missed and issues persist.

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...and automate training scheduling, to shorten the time between issue identification and action...

...empowering each employee to reach their highest potential, making every agent your best agent.

At Verint, we believe great engagement and experiences shouldn’t be the exception—they should be the rule. Learn more about how innovative solutions, such as Automated Quality Management, can help you deliver exceptional experiences and impactful business outcomes, for more loyal customers, more empowered employees and a competitive advantage.

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