Unlock the Power of Your Data

Break Down Silos to Gain Unparalleled Insights

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Product Management

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Director,
Go-to-Market Strategy

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Challenges with Traditional Analytics

You only get what you ask for

Complex and Expensive

Requires significant technical expertise, extensive data prep and business users to iterate with technical team.

Rigid and Slow to Evolve

Must pre-identify the metrics and insights. New insights require new setup – could take weeks or months to set up.

Dependence on IT

Requires significant IT & developer engagement for data modeling, report generation, and distribution.

Limited Insights

Focused on pre-defined reports and dashboards. You only get what you ask for.

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How Can Brands Maximize Value from Their Data?

Harness engagement data from across the organization to drive real-time insight that improves CX and reduces cost

Open Data

Leverage an open data approach that is free to ingest and export data from anywhere in the enterprise

Enriched By Business Workflows

Capture and enrich engagement data through all the business processes that touch it

Powers Users in Your Ecosystem

A unified source of engagement data designed to power all consumers in the ecosystem

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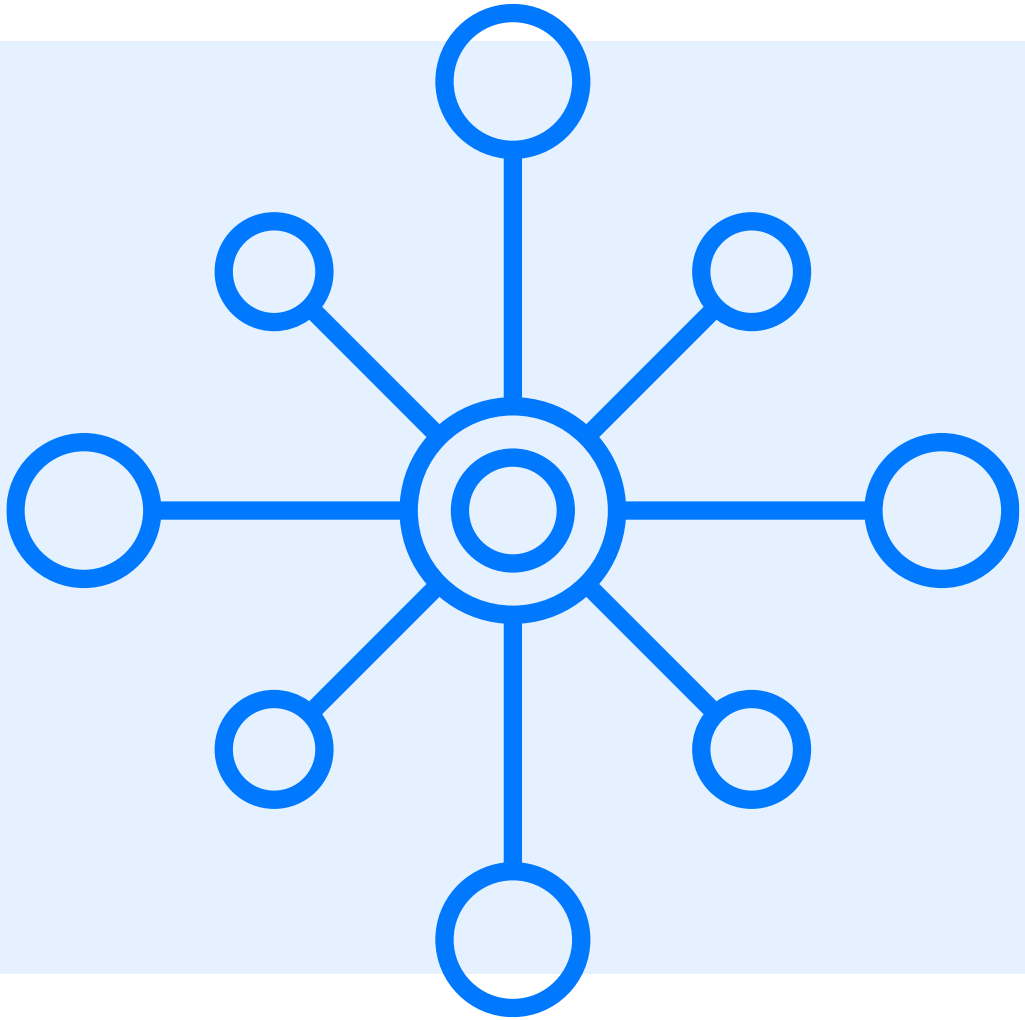
Engagement Data Maximizes CX Automation Impact

Engagement data is unique, resides in corporate silos, and hard to harness



What is Engagement Data?

- **Omnichannel interaction data** (all channels and all modalities)
- **Customer and employee experience data** (any type of survey)
- **Workforce performance data** (Workforce across the Enterprise)

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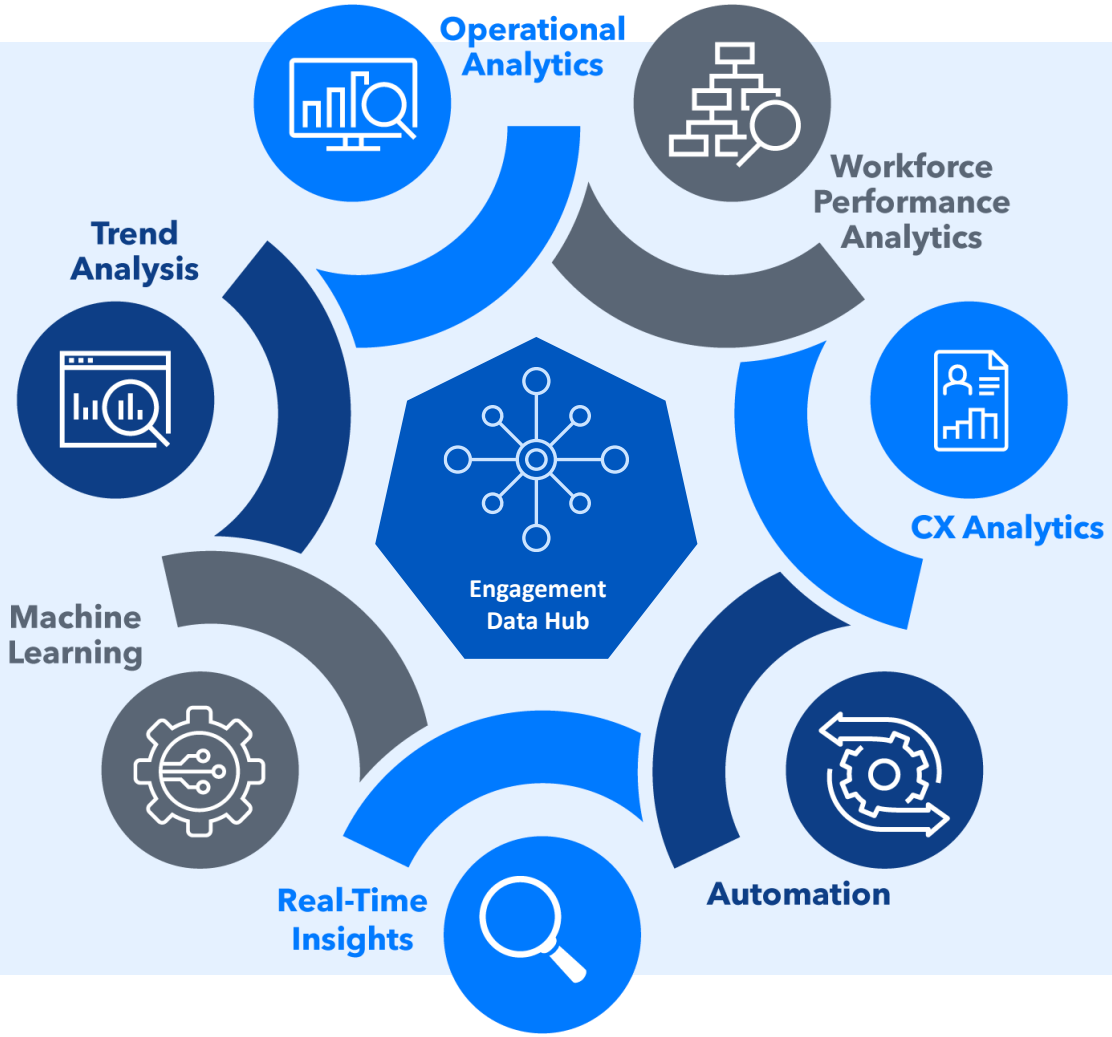

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Unlocking the Power of Data

Making data easily accessible to everyone on their own terms

DATA ACCESS

Business Users and Executives

Self-service access to data insights

Specialized Bots

Open Data Hub enriched with partner data

Data Analysts

Data Catalog integrates with Enterprise BI

Data Scientists

Easy API integration with Data Lakes

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NEW APPROACH to Data Analysis

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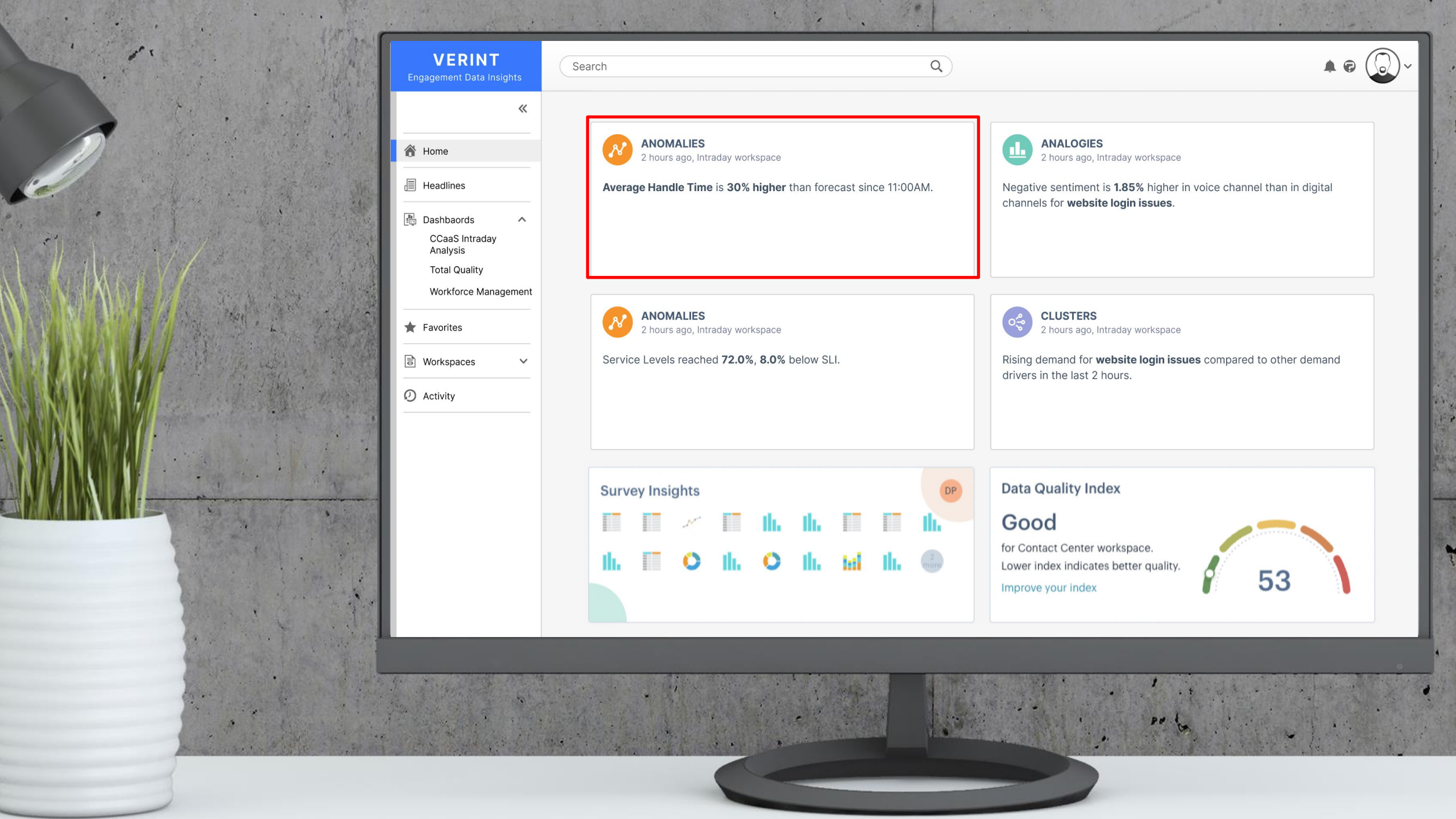
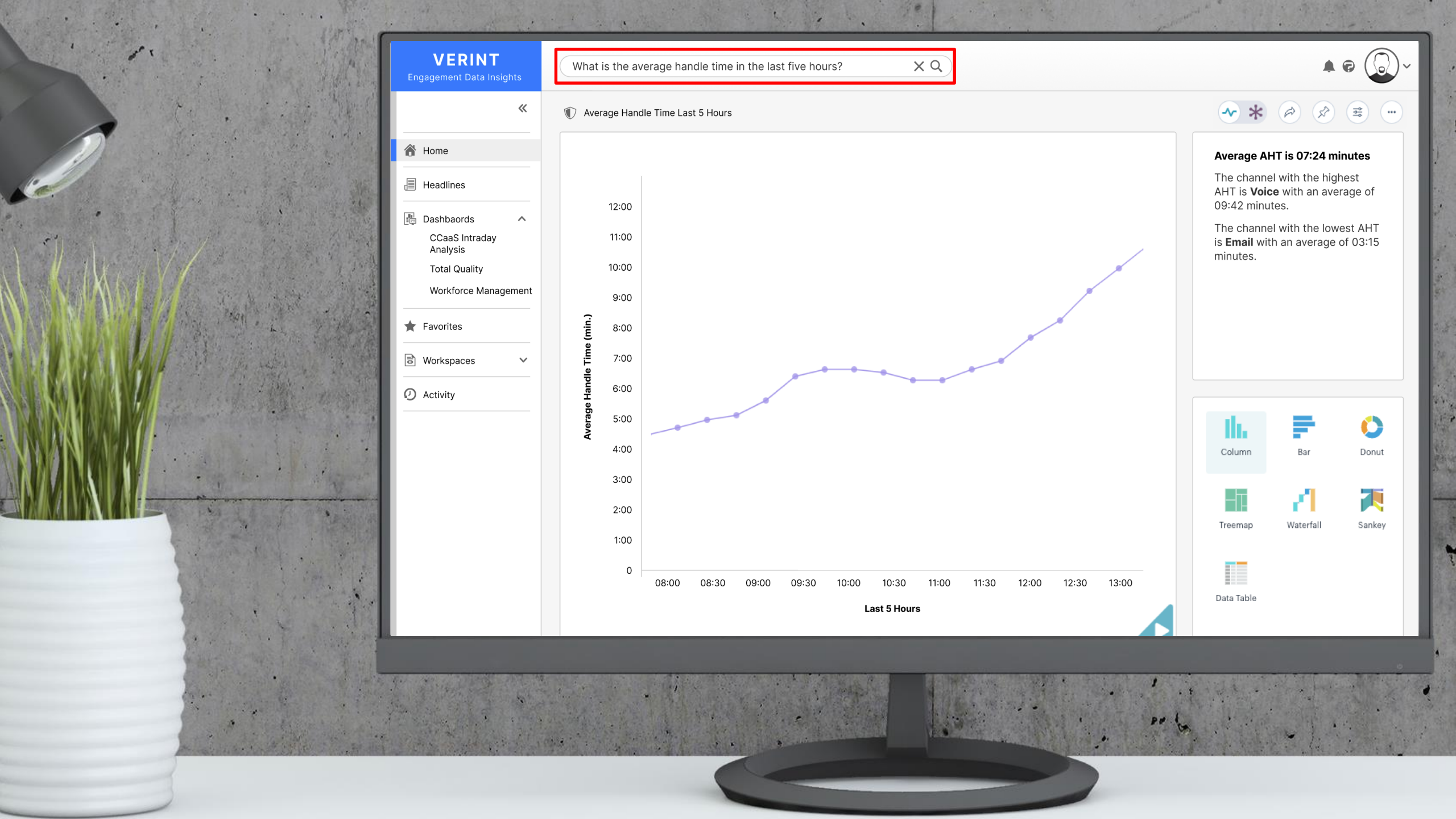
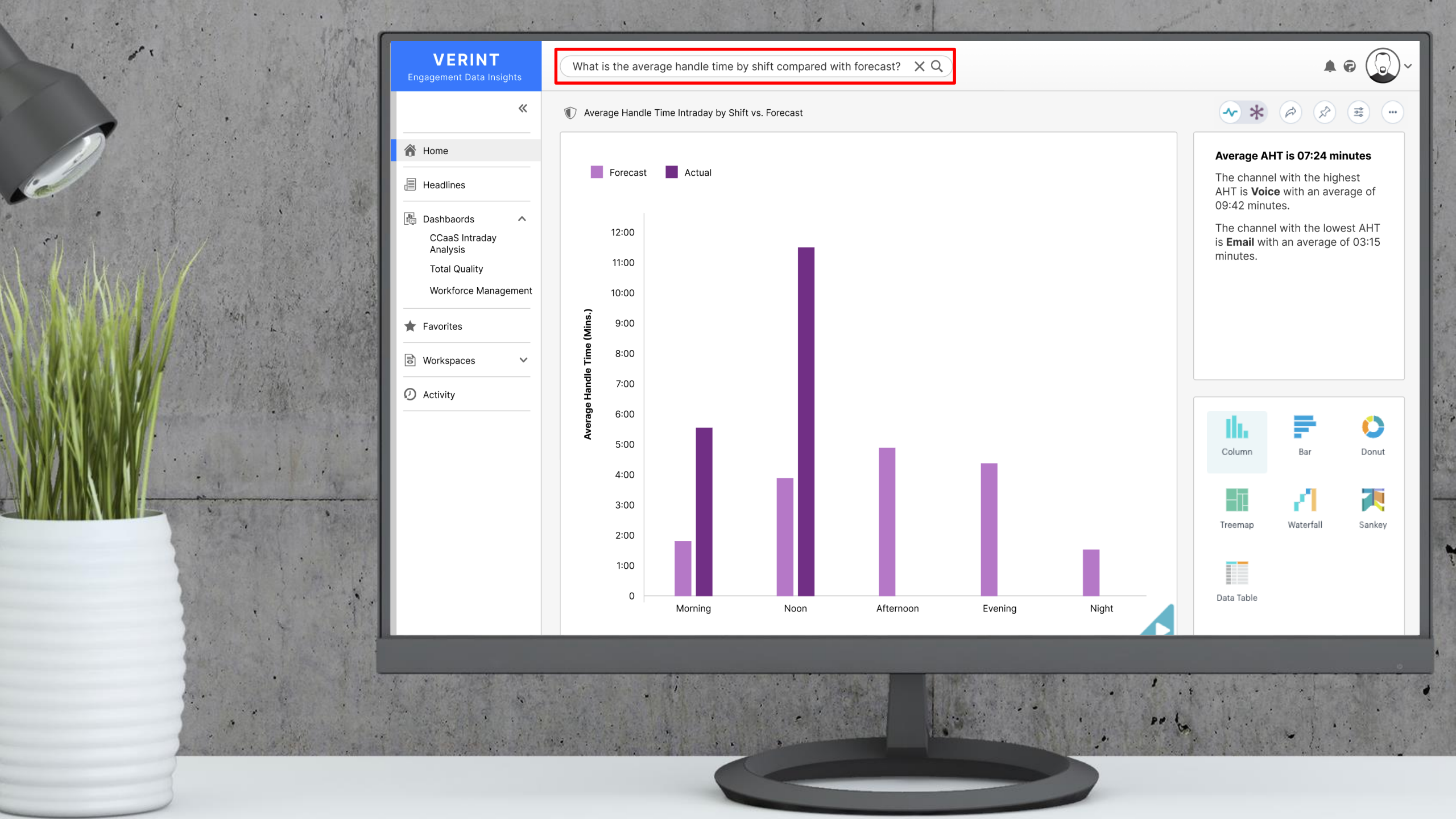

VERINT
Engagement Data Insights
Search
Home
Headlines
Dashbaords
CCaaS Intraday Analysis
Total Quality
Workforce Management
Favorites
Workspaces
Activity
ANOMALIES
2 hours ago, Intraday workspace
Average Handle Time is 30% higher than forecast since 11:00AM.
ANALOGIES
2 hours ago, Intraday workspace
Negative sentiment is 1.85% higher in voice channel than in digital channels for website login issues.
ANOMALIES
2 hours ago, Intraday workspace
Service Levels reached 72.0%, 8.0% below SLI.
CLUSTERS
2 hours ago, Intraday workspace
Rising demand for website login issues compared to other demand drivers in the last 2 hours.
Survey Insights
DP
Data Quality Index
Good
for Contact Center workspace.
Lower index indicates better quality.
Improve your index
53


VERINT
Engagement Data Insights
What is the average handle time in the last five hours?
Home
Headlines
Dashbaords
CCaaS Intraday Analysis
Total Quality
Workforce Management
Favorites
Workspaces
Activity
Average Handle Time Last 5 Hours
Average Handle Time (min.)
12:00
11:00
10:00
9:00
8:00
7:00
6:00
5:00
4:00
3:00
2:00
1:00
0
08:00
08:30
09:00
09:30
10:00
10:30
11:00
11:30
12:00
12:30
13:00
Last 5 Hours
Average AHT is 07:24 minutes
The channel with the highest AHT is Voice with an average of 09:42 minutes.
The channel with the lowest AHT is Email with an average of 03:15 minutes.
Column
Bar
Donut
Treemap
Waterfall
Sankey
Data Table


VERINT
Engagement Data Insights
What is the average handle time by shift compared with forecast?
Home
Headlines
Dashbaords
CCaaS Intraday Analysis
Total Quality
Workforce Management
Favorites
Workspaces
Activity
Average Handle Time Intraday by Shift vs. Forecast
Forecast
Actual
Average Handle Time (Mins.)
12:00
11:00
10:00
9:00
8:00
7:00
6:00
5:00
4:00
3:00
2:00
1:00
0
Morning
Noon
Afternoon
Evening
Night
Average AHT is 07:24 minutes
The channel with the highest AHT is Voice with an average of 09:42 minutes.
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Column
Bar
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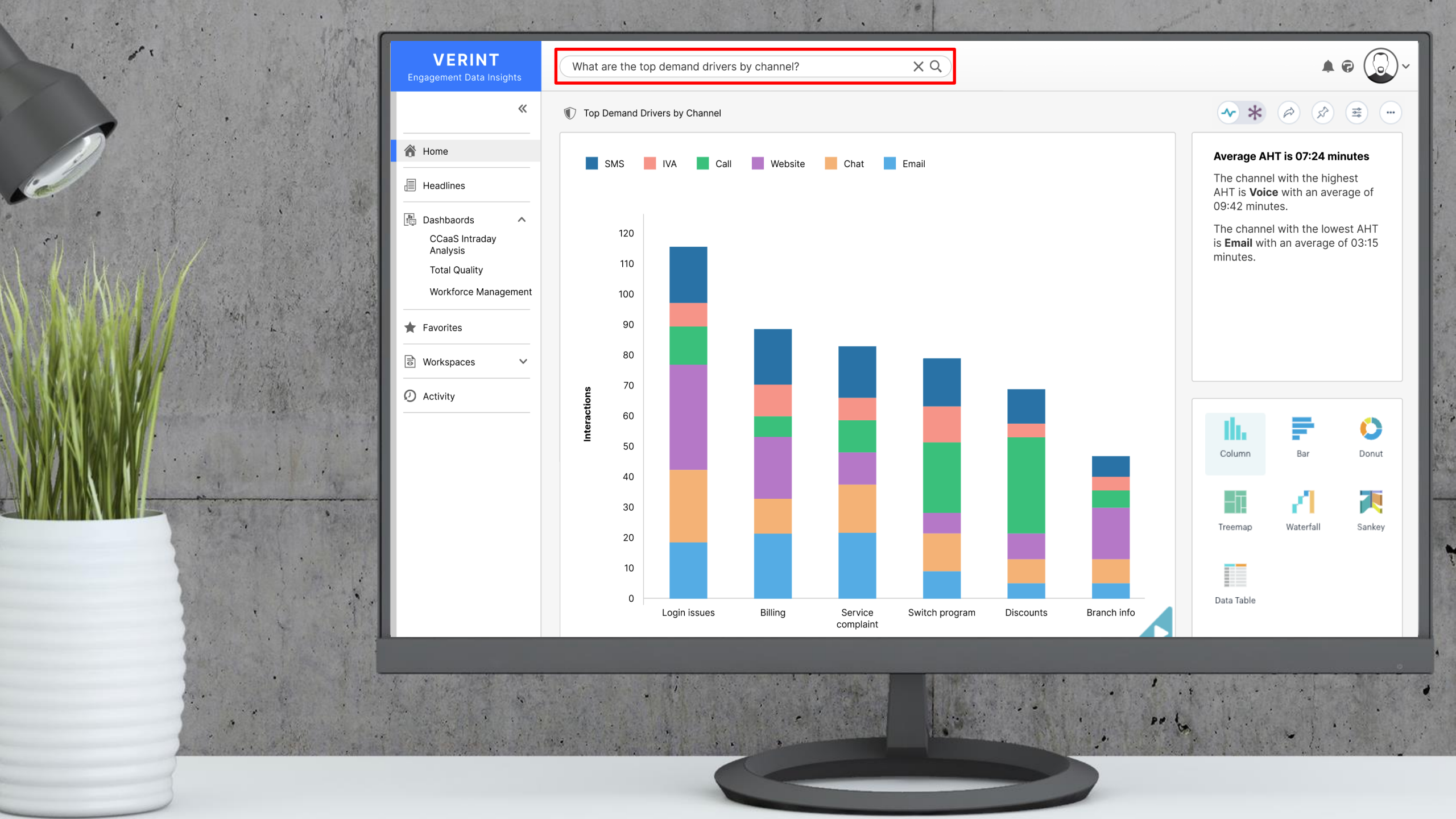
Waterfall
Sankey
Data Table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Engagement Data Insights
What are the top demand drivers by channel?
Home
Headlines
Dashbaords
CCaaS Intraday Analysis
Total Quality
Workforce Management
Favorites
Workspaces
Activity
Top Demand Drivers by Channel
SMS
IVA
Call
Website
Chat
Email
Interactions
120
110
100
90
80
70
60
50
40
30
20
10
0
Login issues
Billing
Service complaint
Switch program
Discounts
Branch info
Average AHT is 07:24 minutes
The channel with the highest AHT is Voice with an average of 09:42 minutes.
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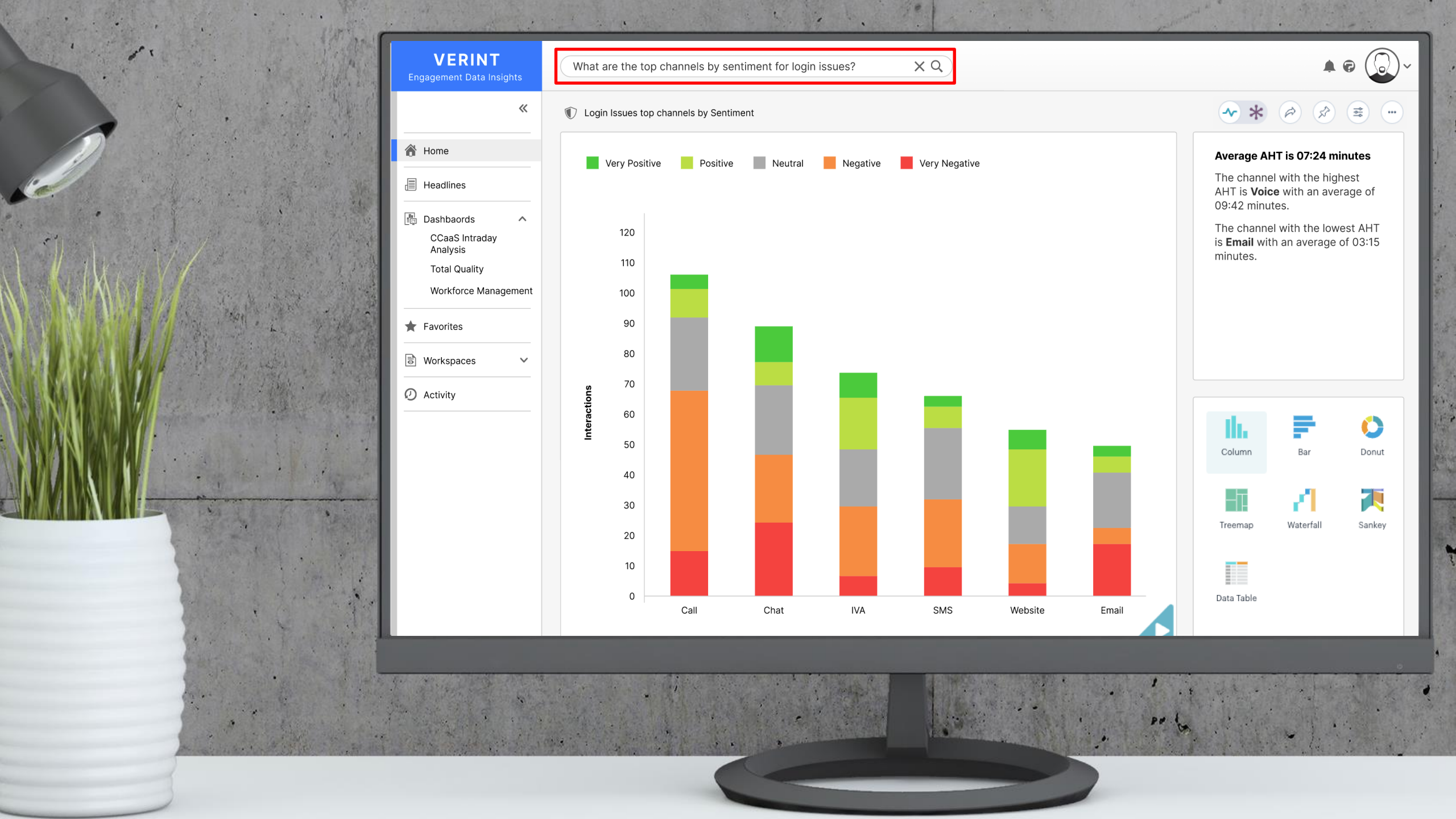
Column
Bar
Donut
Treemap
Waterfall
Sankey
Data Table


VERINT
Engagement Data Insights
What are the top channels by sentiment for login issues?
Home
Headlines
Dashbaords
CCaaS Intraday Analysis
Total Quality
Workforce Management
Favorites
Workspaces
Activity
Login Issues top channels by Sentiment
Very Positive
Positive
Neutral
Negative
Very Negative
Interactions
120
110
100
90
80
70
60
50
40
30
20
10
0
Call
Chat
IVA
SMS
Website
Email
Average AHT is 07:24 minutes
The channel with the highest AHT is Voice with an average of 09:42 minutes.
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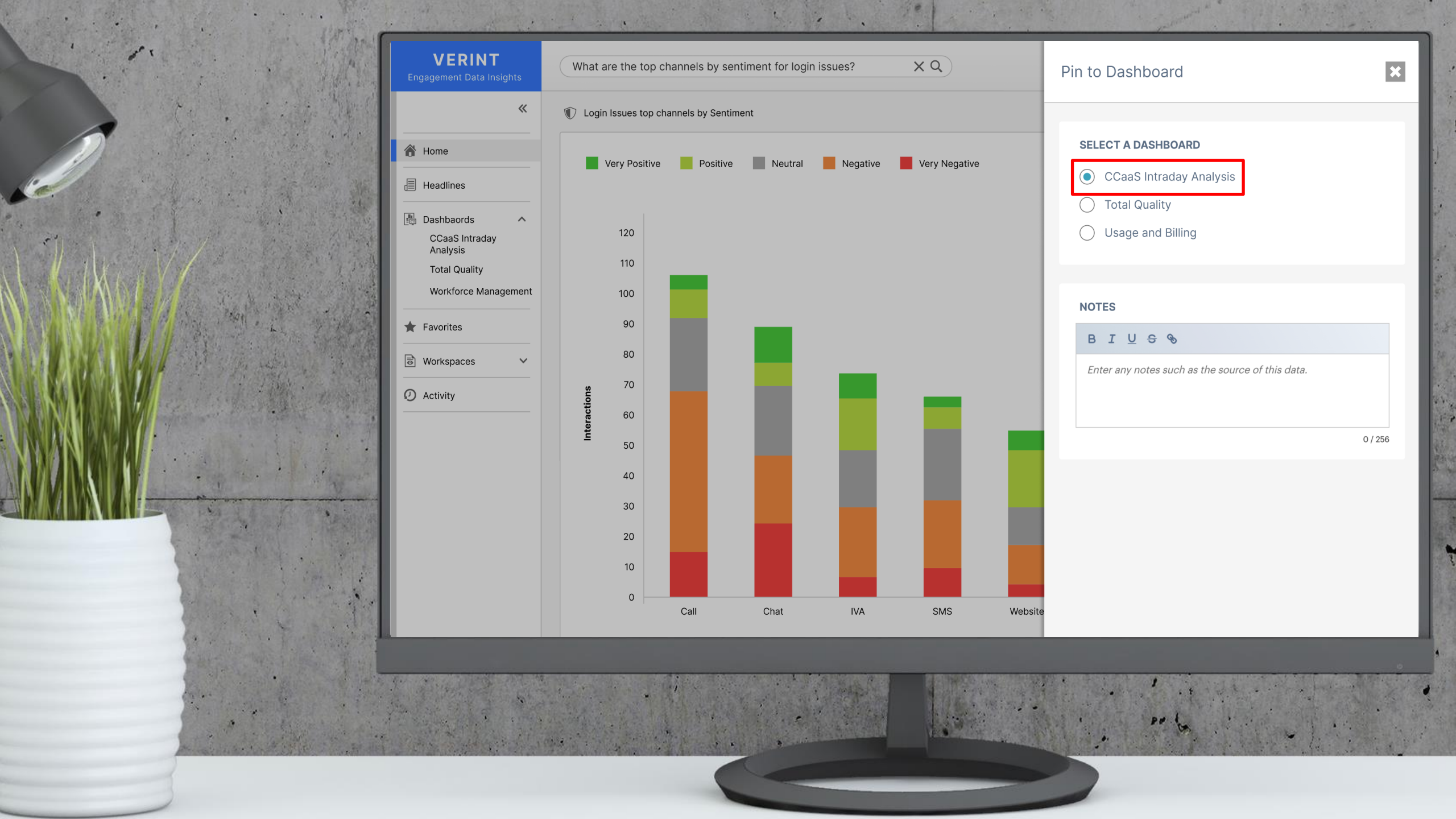
Column
Bar
Donut
Treemap
Waterfall
Sankey
Data Table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Total Quality
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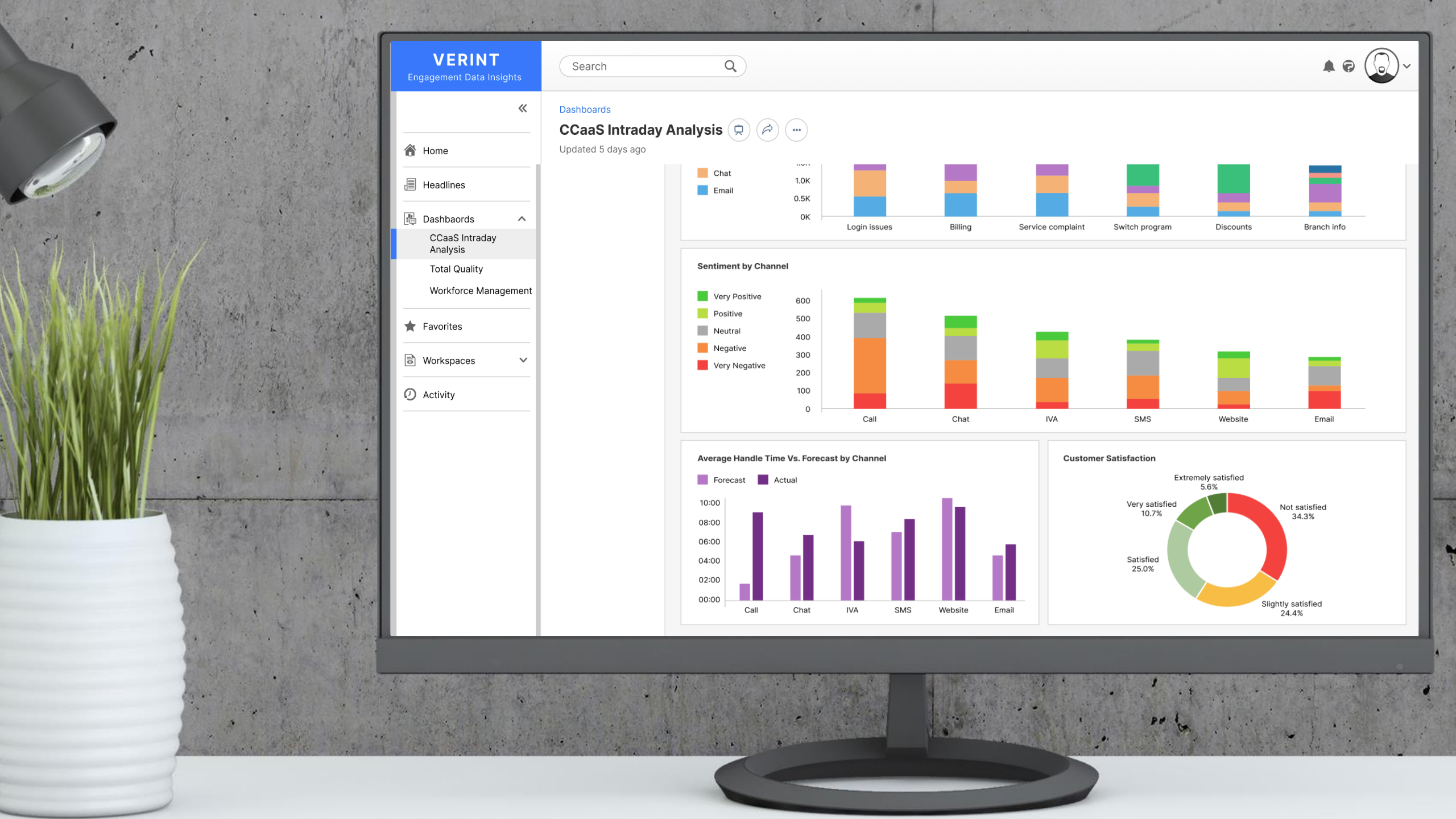
Workspaces
Activity
Login Issues top channels by Sentiment
Very Positive
Positive
Neutral
Negative
Very Negative
Interactions
120
110
100
90
80
70
60
50
40
30
20
10
0
Call
Chat
IVA
SMS
Website
Pin to Dashboard
SELECT A DASHBOARD
CCaaS Intraday Analysis
Total Quality
Usage and Billing
NOTES
Enter any notes such as the source of this data.
0 / 256


VERINT
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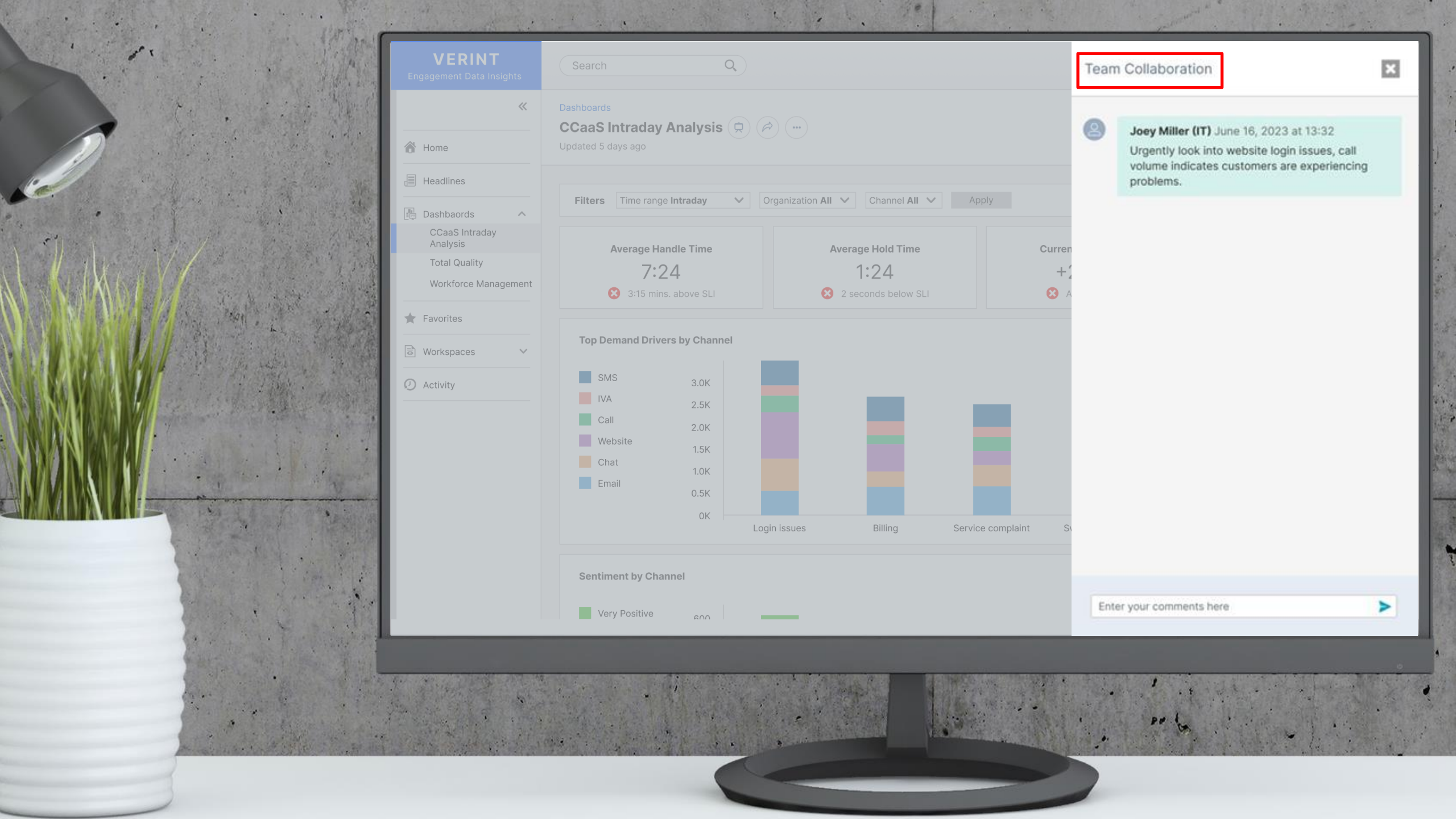
Search
Dashboards
CCaaS Intraday Analysis
Updated 5 days ago
Home
Headlines
Dashbaords
CCaaS Intraday Analysis
Total Quality
Workforce Management
Favorites
Workspaces
Activity
Chat
Email
1.0K
0.5K
0K
Login issues
Billing
Service complaint
Switch program
Discounts
Branch info
Sentiment by Channel
Very Positive
Positive
Neutral
Negative
Very Negative
600
500
400
300
200
100
0
Call
Chat
IVA
SMS
Website
Email
Average Handle Time Vs. Forecast by Channel
Forecast
Actual
10:00
08:00
06:00
04:00
02:00
00:00
Call
Chat
IVA
SMS
Website
Email
Customer Satisfaction
Extremely satisfied
5.6%
Very satisfied
10.7%
Not satisfied
34.3%
Satisfied
25.0%
Slightly satisfied
24.4%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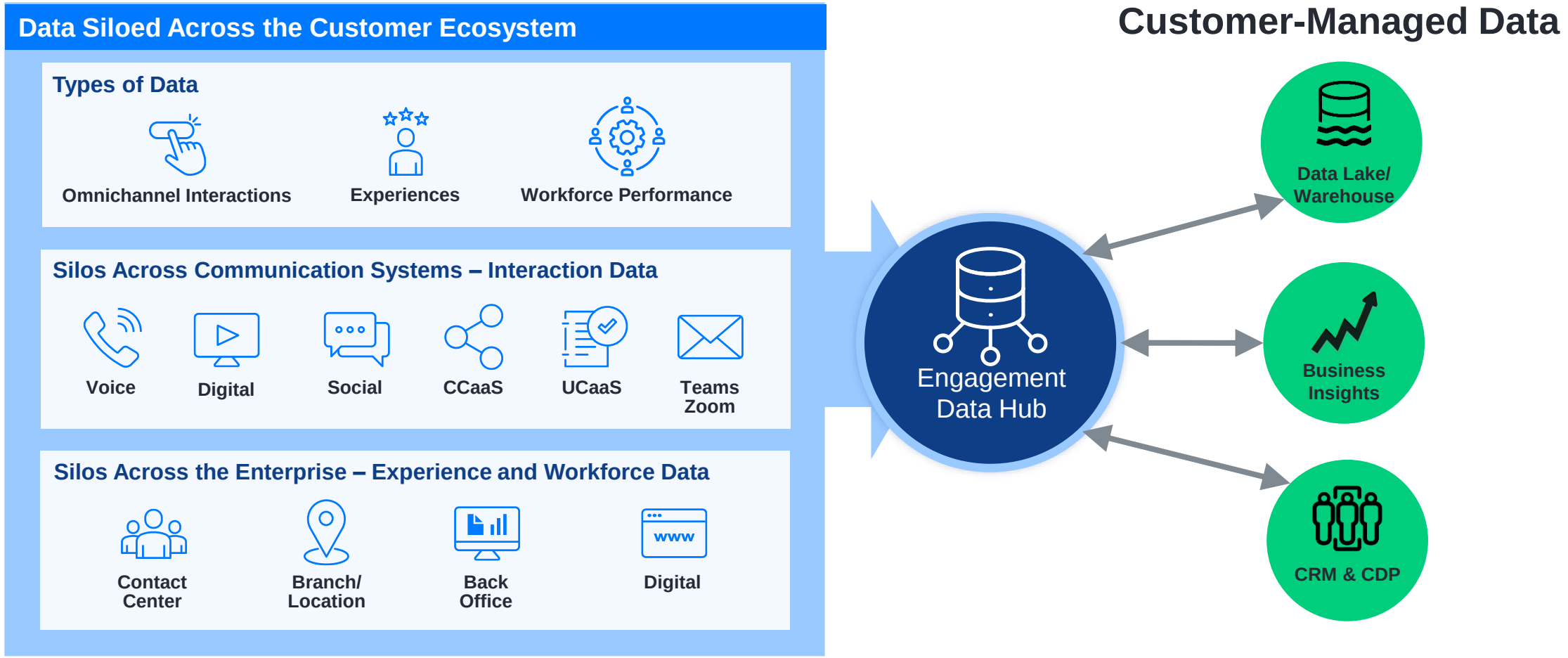
CCaaS Intraday Analysis
Total Quality
Workforce Management
Favorites
Workspaces
Activity
Filters
Time range Intraday
Organization All
Channel All
Apply
Average Handle Time
7:24
3:15 mins. above SLI
Average Hold Time
1:24
2 seconds below SLI
Top Demand Drivers by Channel
SMS
IVA
Call
Website
Chat
Email
3.0K
2.5K
2.0K
1.5K
1.0K
0.5K
0K
Login issues
Billing
Service complaint
Sentiment by Channel
Very Positive
Team Collaboration
Joey Miller (IT) June 16, 2023 at 13:32
Urgently look into website login issues, call volume indicates customers are experiencing problems.
Enter your comments here

Data Hub Makes Engagement Data Accessible

Eliminate numerous data silos and create a unified data hub



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Key Takeaways

- Data does not automatically equal insights
- A unified, open data hub is essential to…
  - Eliminating data silos
  - Enriching engagement data through all the business processes that touch it
  - Making data easily consumable across all types of data users
- Unlocking the power of your data is complex.

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Thank You!

Want to learn more? Contact us.

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