

# Verint Face-to-Face Voice Interaction Recording



## Now You Can:

- Record sales and/or advisory conversations in branch, retail, remote office, and field environments.
- Enable retrieval and review of conversations for quality and compliance.
- Centralize and archive recordings for retrieval as needed to help verify compliance, resolve disputes, protect brand reputation, and more.
- Facilitate compliance with regulatory requirements.

Although organizations have captured and monitored customer interactions in their contact centers for many years, few possess capabilities for doing the same with live interactions in branch and off-premises venues, such as retail outlets or field offices.

Verint® Face-to-Face Voice Interaction Recording™ is a scalable, robust, and secure recording solution that can capture face-to-face interactions between employees and customers at distributed business locations, helping your organization ensure quality, improve sales, and meet regulatory compliance requirements, while avoiding costly fines and protecting your reputation with consumers.

## Gain Visibility into Daily Interactions

Branch and field networks play a critical role in many organizations, helping them enhance customer relationships through in-person interactions to fulfill service requests, offer new products, and address concerns and issues. However, many lack visibility into the quality and accuracy of these interactions. This can represent a serious risk—not only in terms of compliance, but also with customer experience and sales effectiveness.

Verint Face-to-Face Voice Interaction Recording can help you ensure that employees in branch and field situations comply with regulations and policies while offering deeper insight into how effectively they handle sales opportunities and other interactions with customers. It can also provide you with a convenient way to verify in-person conversations in the event of a dispute or misunderstanding.

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## Capture and Centralize Recordings

Installed on a tablet, desktop, or laptop computer equipped with a USB microphone, Verint Face-to-Face Voice Interaction Recording can be activated either manually or through a desktop-based API to capture conversations between employees and customers as they occur. Recording can be stopped, started, paused, and tagged for easy search and retrieval.

The application is highly configurable, enabling data entry and functionality to be controlled on a line of business, branch, or individual basis. You can even embed voice recording into iOS-based mobile applications using an optional software development kit.

Recordings can be encrypted and stored on the device and then forwarded to a main data center. The solution can centralize recordings from multiple locations with a single point of administration, freeing your organization from the costs, constraints, and complexity posed by manually overseeing different employees and branches that may be separated by significant distances.

A dashboard-style web portal presents information in an easy-to-understand format that's based on the role and rights assigned to individual users, helping them quickly locate key data they need to perform more effectively. Standard, preconfigured reports and ad-hoc query capabilities can offer deeper insight into your operations.

Because Verint Face-to-Face Voice Interaction Recording stores encrypted audio within the same archiving solution used by our enterprise recording solution, you can benefit from centralized, extensible, rules-based archiving. It's easy to define retention and storage criteria, facilitating compliance with organizational requirements and industry regulations on retention and archiving.

## Benefit from Additional Capabilities

Verint Face-to-Face Voice Interaction Recording can deliver extended benefits when used in combination with other functionality in Verint Platform, including:

- **End-to-end encryption** for ensuring recorded interactions are secure at all times.
- **Screen recording** for capturing the user's desktop session while they handle a customer interaction, enabling desktop application usage to be evaluated for compliance with procedures.
- **Quality monitoring and coaching** for capturing, evaluating, and learning from customer interactions. Built-in workflows for scheduling, delivering, and tracking coaching are integrated with individual evaluation scores and key performance indicators.
- **Speech analytics** for analyzing face-to-face recordings to reveal insights on customer needs and complaints, opportunities to improve processes, and potential regulatory issues.
- **Automated quality management** for automating the entire quality process, from scoring up to 100 percent of recordings through assigning coaching, to provide insight into performance and support more informed business decisions.
- **Desktop and process analytics** for tracking, measuring, and analyzing employee desktop activities to understand how employees use applications to perform their work, how they spend their time, and how closely they adhere to prescribed schedules and processes.
- **Performance management** for tracking specific metrics based on the responsibilities and objectives for each role in the branch network, from sales associate to branch or regional manager.
- **Multichannel recording** for capturing voice, video, and text interactions across multiple channels via a single recording system. You can access and view the entire customer journey in the same place, providing insight not possible when interactions are locked in disparate systems.

## Verint®. The CX Automation Company™

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