

# MYERS VOICE & DATA, INC.

Verint Certified Partner

## IMPACT 360® EXPRESS

- Implement a workforce optimization solution designed expressly for small to medium-sized contact centers.
- Enhance agent scheduling, performance, and productivity; increase customer satisfaction; and facilitate regulatory compliance in your center.
- Provide agents with more effective coaching and training.
- Raise first-call resolution and reduce call handling costs.



### GIVE YOUR CONTACT CENTER THE POWER OF WORKFORCE OPTIMIZATION

Today's small to medium-sized contact centers increasingly face the same business requirements as their larger competitors, such as the need to drive sales, manage operating costs, and deliver high-caliber customer experiences. But unlike large contact centers, they must address these challenges in an environment in which a single agent can impact performance — and customer satisfaction.

**Impact 360® Express** is a workforce optimization solution designed to help small to medium-sized contact centers:

- *Reduce costs by better aligning workload with resources.*
- *Enhance service using captured interactions to understand trends, spot potential performance and process problems, and proactively address them.*
- *Better manage customer disputes, rather than just settle them, using captured data.*
- *Address compliance and liability issues more effectively.*
- *Enhance agent performance and training.*

Impact 360 Express is a robust solution from Verint® Witness Actionable Solutions™. Our software and services help organizations capture and analyze customer interactions, improve workforce performance, and optimize service processes in contact center, branch, and back-office operations.

### USE POWERFUL FUNCTIONALITY TO DRIVE CHANGE IN YOUR CENTER

Impact 360 Express automates and simplifies key contact center activities that impact workforce productivity, agent performance, and customer satisfaction, including:

**Quality Monitoring/Recording** — Impact 360 Express provides monitoring, evaluation, coaching, and development tools for improving the quality of your customer interactions. It can capture interactions and link all calls related to a single transaction together to provide a complete transactional record for compliance, liability, and risk management initiatives. You can find and review recordings in just seconds — a key advantage over time-consuming, manual searches that are typical of traditional call logging applications. What's more, Impact 360 Express uses standard, online storage technology to provide an economical, effective way to store captured interactions.

**Forecasting, Scheduling, and Adherence Monitoring** — Impact 360 Express automates forecasting, scheduling, and adherence monitoring, helping you reduce costs by staffing appropriately to meet your workload. It integrates with your ACD and uploads historical data directly from your database. You can select, combine, and alter historical data to predict future contact volume, handle times, connect rates, and right-party connect rates for day-to-day or weekly projections.

With Impact 360 Express, you can produce optimal schedules down to the quarter hour by balancing the defined shift rules, work patterns, breaks, off-phone times, individual skills, proficiencies, and preferences, and targeted service-level goals. You can also monitor adherence to see who's following the schedule — and who's not — and take corrective action right away.

**Automated Training Assignment** — Impact 360 Express incorporates automated training functionality that can help improve agent performance. Using Impact 360 Content Producer, you can edit captured interactions into "learning clips" that highlight best practices or areas for improvement. Supervisors can use Impact 360 Course Assigner to send these clips — and other eLearning materials — directly to the agent desktop.

# Implement a Practical, Flexible Solution



At **Myers Voice & Data** we understand that smaller contact centers can have unique needs and constraints. That's why Impact 360 Express is designed with simplicity in mind. Its intuitive interface can help your staff become more productive right away, while built-in health monitoring tools and auto diagnostics can streamline management and minimize maintenance. And since Impact 360 Express doesn't require expensive hardware, middleware, or desktop applications, it can be up and running quickly. Impact 360 Express is designed to accommodate traditional time-division multiplex (TDM), Internet protocol (IP), and mixed telephony environments. The solution is fully scalable, so you can select just those capabilities that you require today and add functionality as your operations grow.

## CHOOSE THE FUNCTIONALITY THAT MEETS YOUR NEEDS

Impact 360 Express is available in offerings that provide different levels of functionality based on contact center needs:

- **Impact 360 Express Workforce Optimization** provides a workforce performance and productivity solution that includes recording, quality monitoring (with voice and screen capture and real-time monitoring), forecasting and scheduling, adherence monitoring, Content Producer, and Course Assigner.
- **Impact 360 Express Quality Monitoring** includes recording, quality monitoring (with voice and screen capture and real-time monitoring), Content Producer, and Course Assigner.
- **Impact 360 Express Workforce Management** includes forecasting and scheduling and adherence monitoring.

To provide your organization with an even greater set of solutions to meet specific business requirements, Impact 360 also includes a variety of optional, add-on software and services.

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