

Verint Performance Management

Many organisations struggle with managing and improving employee performance in their customer service departments. With a plethora of systems and data in their contact centres, back-office and branch operations, it's easy for managers to drown in data, even when very little of it may be directly useful.

Verint Performance Management (PM), can capture and aggregate data across multiple systems while providing a single, standardised framework for efficiently tracking, managing, and improving individual, team, and organisational performance. Performance Management integrates with all other Puzzel WFO solutions to provide a complete Contact Centre Performance Management solution.

Verint PM as a standard provides:

- Scorecards
- Performance Plans
- Coaching
- eLearning

Download the Verint Performance Management product sheet here:

[Verint Performance Management.pdf](#)