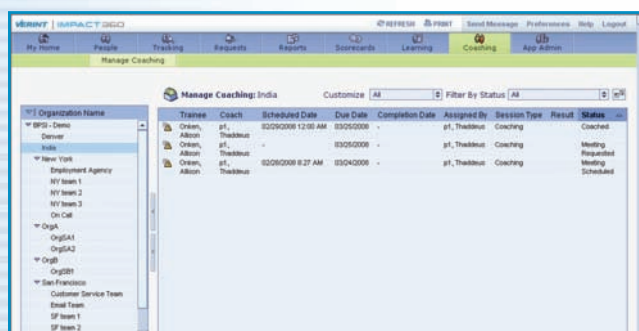


# IMPACT 360® Coaching

Now You Can:

- Offer employees personalized guidance on how to improve their performance and extend their skills.
- Help ensure visibility, accountability, and fairness in your staff development practices.
- Provide a forum for collaboration and communication between employees and supervisors.
- Improve staff morale and retention.
- Deliver better service to your customers.
- Benefit from a lower total cost of ownership, greater return on investment, and other advantages from a solution that's part of the unified Impact 360® Workforce Optimization suite.



Impact 360 Coaching provides an intuitive interface that makes it easy for managers to schedule, manage, and follow up on the effectiveness of coaching sessions.

## HELP IMPROVE EMPLOYEE PERFORMANCE AND RETENTION

The quality of service your organization delivers depends on the skills of your employees. But in the hectic environment that's typical of contact centers, branch offices, and other customer-facing areas of the business, supervisors often spend the least amount of their time coaching and training staff.

Verint® Witness Actionable Solutions™ can help. We offer **Impact 360 Coaching**, a powerful, patent-pending solution that provides out-of-the-box workflow for scheduling, delivering, and tracking coaching that's integrated with individual quality monitoring evaluation scores and key performance indicators (KPIs). By tying coaching together with scorecards and training — and making this information available right on the desktop — Impact 360 Coaching can help your organization provide employees with better guidance on how to develop and enhance their skills.

Impact 360 Coaching is optional, add-on functionality for our **Impact 360 Workforce Optimization**, **Impact 360 Quality Monitoring**, and **Impact 360 Workforce Management** solutions.

With Impact 360 Coaching, you can better coach your staff, gain a clearer picture of employee performance and supervisor effectiveness, improve employee retention, and — ultimately — deliver better service to your customers.

## ASSESS AND IMPROVE PERFORMANCE

Although scorecards measure employee performance and can show areas of strength or weakness, they don't provide the personal guidance or encouragement individuals need to improve or extend their skills.

Impact 360 Coaching helps address this gap by leveraging scorecards, key performance indicators (KPIs), evaluations, and other benchmarks to trigger coaching "events." Using thresholds that you define for acceptable performance, Impact 360 Coaching can automatically send an email or pop-up alert to the appropriate manager if an employee's scores drop below the threshold.

Managers can view coaching events for their teams and even schedule coaching sessions proactively using Impact 360 Coaching's intuitive interface. Point-and-click fields make it easy to set up meetings and attach relevant information to the online coaching form, such as recorded interactions, KPIs, or evaluations. Managers can either deliver the coaching sessions themselves, or assign the coaching role to others.

Desktop alerts notify managers and employees when coaching sessions are added or scheduled, helping ensure that the sessions are conducted in a timely manner. During the sessions, coaches can provide one-on-one feedback that's substantiated by the documents or recordings attached to the coaching form. This not only helps expedite the sessions, but also provides employees with specific examples of behaviors or skills that are commendable or need improvement. The net result can be more objective, meaningful sessions that can help employees better focus their efforts.

# Assign and Monitor Training

At the conclusion of a session, coaches can enter their comments into the coaching form to underscore the key points covered during the discussion. Employees then have the opportunity to provide their feedback on the session. Better still, coaches or managers can assign — and monitor the completion of — specific training courses or eLearning materials to help employees enhance their performance. Managers can schedule follow-up sessions to review the results of the coaching and incorporate their findings into future coaching sessions and performance reviews.

## EXTEND THE VALUE FROM YOUR IMPACT 360 SOLUTIONS

Because Impact 360 Coaching is part of the unified Impact 360 Workforce Optimization suite, it shares many of the same foundation services, such as alerts, user administration, reporting, and more. Better still, it can help you receive extended value from your other Impact 360 solutions, including:

- **Impact 360 Quality Monitoring** — You can capture screens and recordings that show strengths or areas for improvement, and attach them to the Impact 360 Coaching form to provide examples during a coaching session.
- **Impact 360 Workforce Management** — You can set up a coaching session in Impact 360 Coaching, then use Impact 360 Workforce Management to help schedule it at the most opportune time.
- **Impact 360 Scorecards** — You can use the KPIs in scorecards to trigger coaching sessions.
- **Impact 360 eLearning** — You can use Impact 360 Content Producer to edit captured interactions into “learning clips” that

can be assigned during coaching sessions. And with Impact 360 Lesson Management, employees can access their assignments — and managers can monitor completion — without ever leaving their desks.

## MAKE COACHING AND PERFORMANCE A PRIORITY

Impact 360 Coaching can help your organization do more than enhance performance — it can help improve morale and staff retention by making coaching sessions more objective and actionable. Employees can gain a clearer understanding of how to improve their performance, extend their skills, and be promoted. Human resources managers can factor performance improvements into salary and incentive programs. Executives can determine how effectively their managers are delivering coaching. And the entire organization can benefit from making managers and staff mutually accountable for driving better performance and improved customer satisfaction.

## IMPACT 360 COACHING — PART OF THE IMPACT 360 WORKFORCE OPTIMIZATION SOLUTION

Impact 360 Coaching is an optional, add-on function for Impact 360, an analytics-driven workforce optimization suite from Verint Witness Actionable Solutions. Backed by more than 200 issued and pending patents, Impact 360 brings together quality monitoring, TDM and IP recording, speech and data analytics, workforce management, performance management, eLearning, and customer feedback surveys into a unified solution for analyzing customer interactions, improving workforce performance, and optimizing service processes. With Impact 360, your contact center, branch offices, and back-office operations can capture, share, and act on enterprise information, helping you make better decisions faster — and benefit from a single, coordinated source of support, service, and maintenance.

## Receive Guidance from World-class Consultants



Verint Impact Services are professional services that can help you get the most from your investment. From implementation, technical support, and training to process and change management, performance management, and solutions consulting, you can be confident that our experienced consultants understand your business practices and operations — and are committed to your success.

### About Verint Witness Actionable Solutions

Verint® Witness Actionable Solutions™ is the leader in analytics-driven workforce optimization. Its solutions are designed to help organizations capture customer intelligence, uncover business trends, discover the root cause of employee and customer behavior, and optimize the customer experience across contact center, branch, and back-office operations.

### Verint. Powering Actionable Intelligence.®

Verint Systems Inc. is a leading provider of actionable intelligence™ solutions for an optimized enterprise and a safer world. More than 10,000 organizations in over 150 countries rely on Verint solutions to perform more effectively, build competitive advantage, and enhance the security of people, facilities, and infrastructure.



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