

# EXPERIENCE AVAYA

MOSCOW



EXPERIENCE AVAYA  
Moscow

# Verint: Эксперты по безграничному взаимодействию с клиентами

Dmitry Borisovets  
Account Executive  
VERINT

# VERINT.

Powering  
Actionable Intelligence®



Customer Engagement Solutions



Cyber Intelligence Solutions

(Nasdaq: VRNT)



42 Offices  
Worldwide

Powered by More Than  
**5,000**  
Dedicated Employees

**10,000+**  
Customers in over  
**180 Countries**

OVER  
**80%** of Fortune  
**100**  
Companies Use Verint Solutions



**\$1 BILLION+**  
Actionable  
Intelligence  
Company

Company and Joint  
Customer Honors  
**For Excellence,  
Best In Satisfaction  
And Innovation**



Among top in  
**"SOFTWARE 500"**

List of the World's  
Largest Software &  
Services Providers



Over  
**800**  
Patents And Patent  
Applications Globally

Engage with us online:  
**[www.verint.com](http://www.verint.com)**

# Verint: The Customer Engagement Company

**Мы помогаем организациям  
упрощать, модернизировать и автоматизировать  
взаимодействия с клиентами  
для достижения стратегических целей**

Улучшение  
клиентского  
опыта

Рост  
доходов

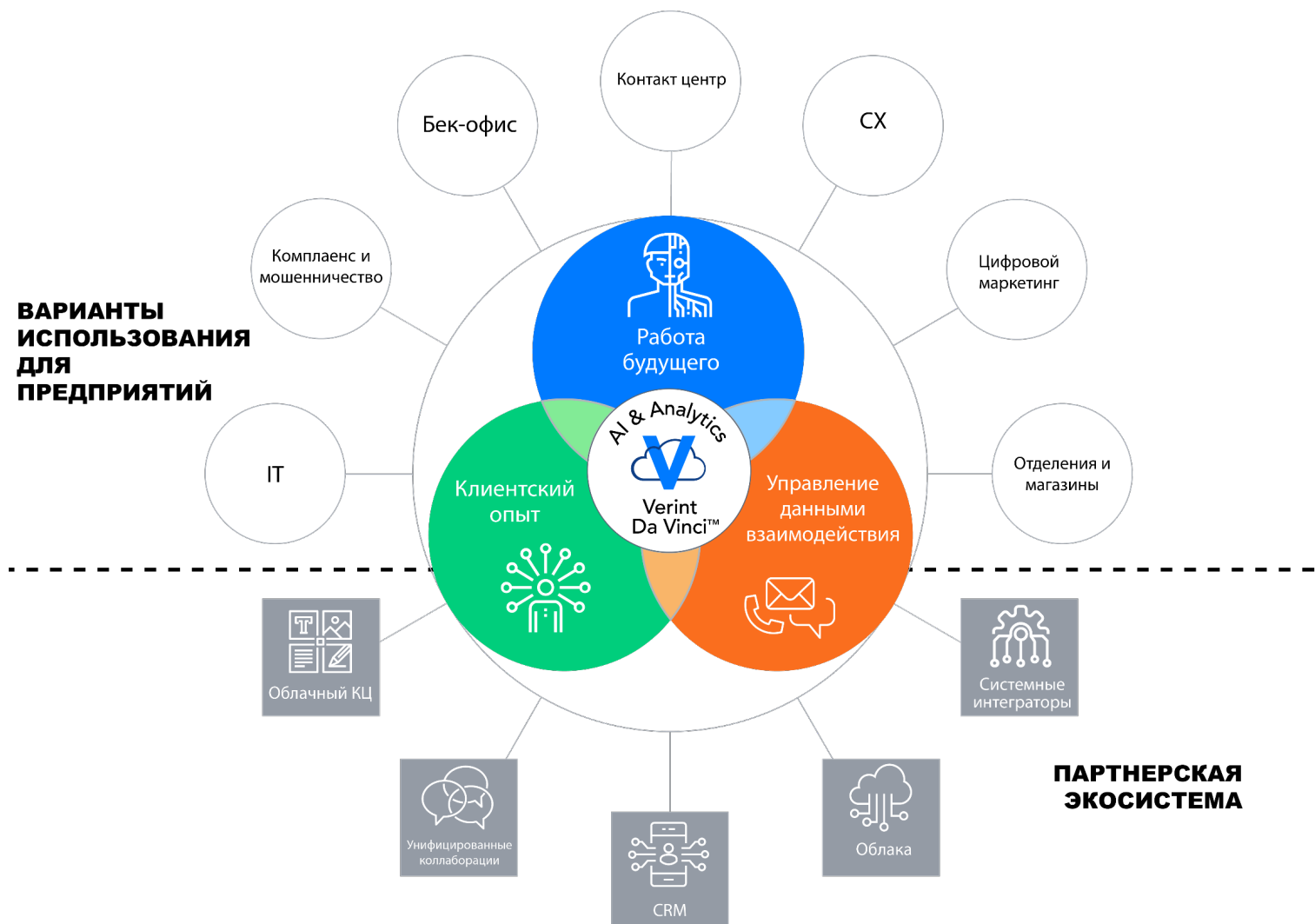
Снижение  
операционных  
издержек

Сокращение  
рисков





# Экосистема VERINT



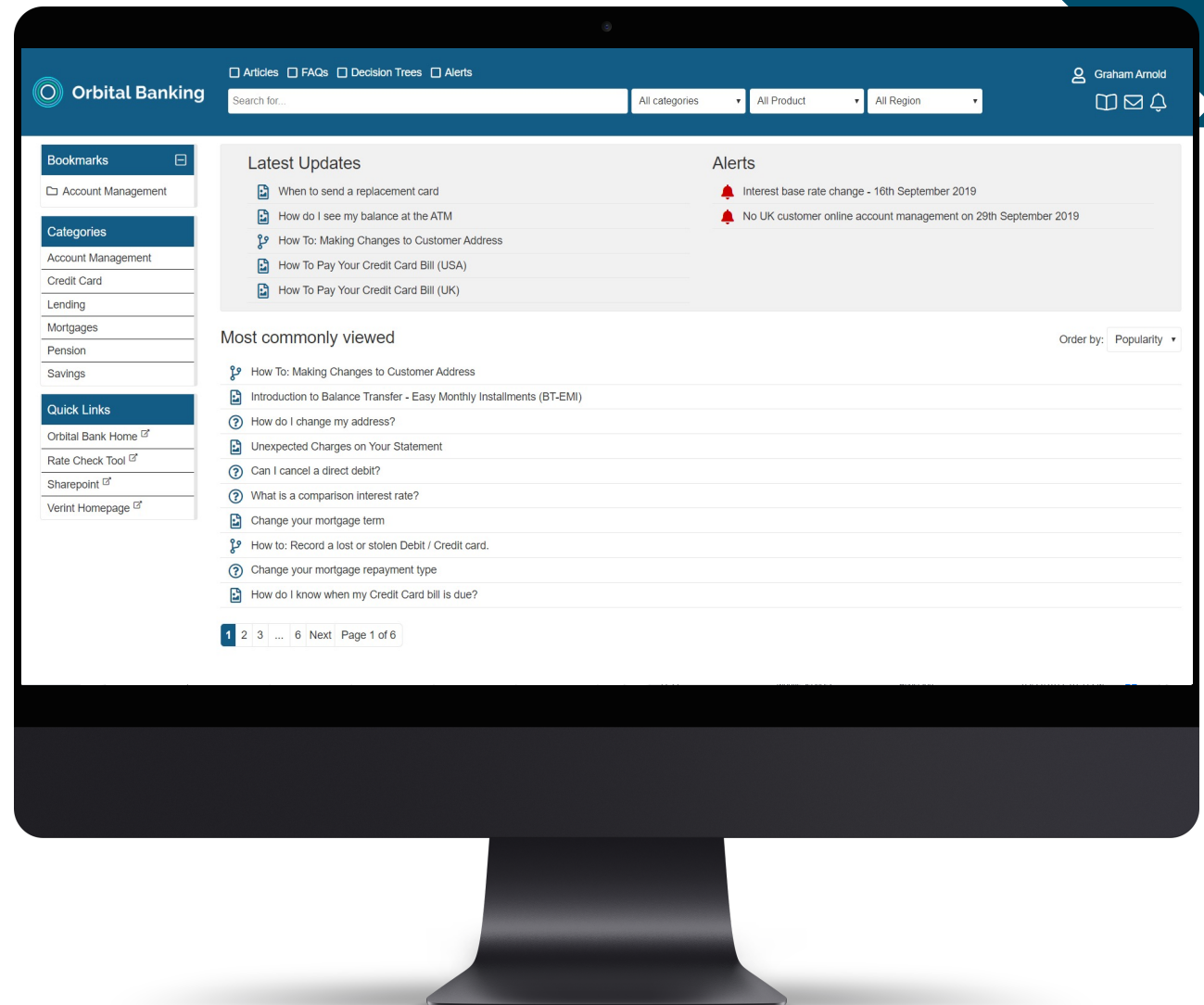
## Не только WFE

## Не только WFE

- **Управление знаниями**
- **Помощь агенту в реальном времени**
- **Автоматизированный контроль качества обслуживания**
- Решения для бек-офиса
- Решения для фронт-офиса
- Голосовая биометрия: для клиентов и сотрудников
- Интеллектуальный виртуальный помощник

# Система управления знаниями

- Единый источник правды
- Быстрый поиск
- Сценарии разговора
- Обратная связь
- Для всех пользователей:  
контакт-центр, бек-офис, фронт-офис, web-сайт, устройства, пр.



- ☰
- 🔍
- ▼ Activities
- Agent Chat
- Co-Browse
- Create Case
- Handle Call
- Identify Customer
- Make Call
- New Customer
- Reports
- Script Discovery
- Search Cases
- Search Contact History
- Homepage

# Single Pane of Glass

## My Schedule

Date: 

Tuesday, September 21, 2021

+

Activity Name	Start Time	End Time	
Phone	Tuesday, September 21, 2021, 7:15:00 AM	Tuesday, September 21, 2021, 9:15:00 AM	Time Off Request Shift Bid Request My Requests
Break	Tuesday, September 21, 2021, 9:15:00 AM	Tuesday, September 21, 2021, 9:30:00 AM	
Blended	Tuesday, September 21, 2021, 9:30:00 AM	Tuesday, September 21, 2021, 9:45:00 AM	
Phone	Tuesday, September 21, 2021, 9:45:00 AM	Tuesday, September 21, 2021, 11:30:00 AM	
Lunch	Tuesday, September 21, 2021, 11:30:00 AM	Tuesday, September 21, 2021, 12:00:00 PM	
Phone	Tuesday, September 21, 2021, 12:00:00 PM	Tuesday, September 21, 2021, 2:15:00 PM	
Blended	Tuesday, September 21, 2021, 2:15:00 PM	Tuesday, September 21, 2021, 2:30:00 PM	
Break	Tuesday, September 21, 2021, 2:30:00 PM	Tuesday, September 21, 2021, 2:45:00 PM	
Phone	Tuesday, September 21, 2021, 2:45:00 AM	Tuesday, September 21, 2021, 3:30:00 PM	

## My Scorecard



## Orbital Atmosphere

DANA JOHNSTON

Service Representative II

New York OfficeSR3 East Team

SPANISH

SALES

HIKING

319 Followers510 Following

Upcoming Birthdays

"Anything Goes" - Orbital Open Forum

experience

Threads - 1,245

Discussion about how to improve customer experience.

training

Threads - 895

Discussion about training and eLearning materials.

pro dev

Threads - 291

Discussion about professional development and path to promotion.

chat

Threads - 701

Discussion about the recent launch of chat for our customers.

work at home

Threads - 392

Discussion about working at home and how to maintain productivity.

Submit to the Innovation Challenge

Navigating the Orbital Knowledge Base

By: 

Bon Fisher

Mar 8, 2019

Customer Service and My Barista

By: 

Joan Ricard

Mar 8, 2019

PAYROLL

KNOWLEDGE

TRAINING

FEEDBACK

HELPDESK

EXPENSES

REVIEWS

BENEFITS

Would you recommend Orbital to a friend or family member seeking employment?

Yes.

No.

Empathy in the Call Center

Duration: 05:11 Mins

Topic: Soft Skills

Orbital's Values in Action

Duration: 02:48 Mins

Topic: Orbital Banking

Agent Interview Series: Chris

Duration: 06:02 Mins

Topic: Top Performers



- 
- Activities
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- David Campbell
- Edit Customer
- Customer Profile
- Email
- Call
- Associations
- Contact History
- Customer Callbacks
- Send Whitemail
- Credit Check

David Campbell

PERSONAL INFORMATION

Address:  
800 North Point Parkway  
Alpharetta, GA 30005

Phone:  
Mobile Phone: 770-754-1900

Biometric Authentication:  
Enrolled ✖

Language:  
English

CUSTOMER RECORD

Record Number:  
461-561545

Customer Since:  
July 10, 2008

Communication Preference:  
Mobile Phone

SMS Text Communications:  
Opt In ✔

Open Case

Payment Coming Due

Customer  
Authenticated

UNDER REVIEW

Vacation Home Plus  
3.97% 15-Year Fixed

MORTGAGE  
APPLICATION

\$2,530.16  
CURRENT BALANCE

GREEN CIRCLE  
DEBIT CARD

PAYMENT DUE

\$14,752.42  
CURRENT BALANCE

BLACK AMEX™  
CARD

NEAREST LOCAL BRANCHES

Westgate Plaza Branch

East Newbury Branch

Fremont Avenue Branch

Alpharetta

INTERACTION HISTORY

WeekMonthYear

Virtual Assistant  
Link to Survey

Customer Service Representative: Joe Kenney  
Date: Tuesday March 14, 2019

Customer Feedback Survey - Web  
Link to Survey

Customer Service Representative: not applicable  
Date: Tuesday March 14, 2019

Secure Messaging  
Link to Survey

Customer Service Representative: Lisa Barone  
Date: Monday March 13, 2019

Telephone Contact  
Link to Survey

Customer Service Representative: Jonathan Hakes  
Date: Sunday March 12, 2019

Telephone Contact  
Link to Survey

Customer Service Representative: Richard Mackey  
Date: Sunday March 12, 2019

Live Chat  
Link to Survey

Customer Service Representative: Jackie Angarano  
Date: Sunday March 12, 2019

CUSTOMER LOYALTY INDEXJOURNEY INTELLIGENCEINTERACTION ANALYTICS

Lifetime Customer Loyalty Index  
David M Green

42.84%

Average Orbital CLI  
29.10%

Difference  
13.74%

Satisfaction (CSAT) by Interaction Channel

Branch NetworkContact CenterWebsiteMobile AppWealth Management

Conversation / Topical Analysis

interest rate

local branch

negative emotion

reorder card

ASK VERONICA

Hello Dana. How can I assist you today?

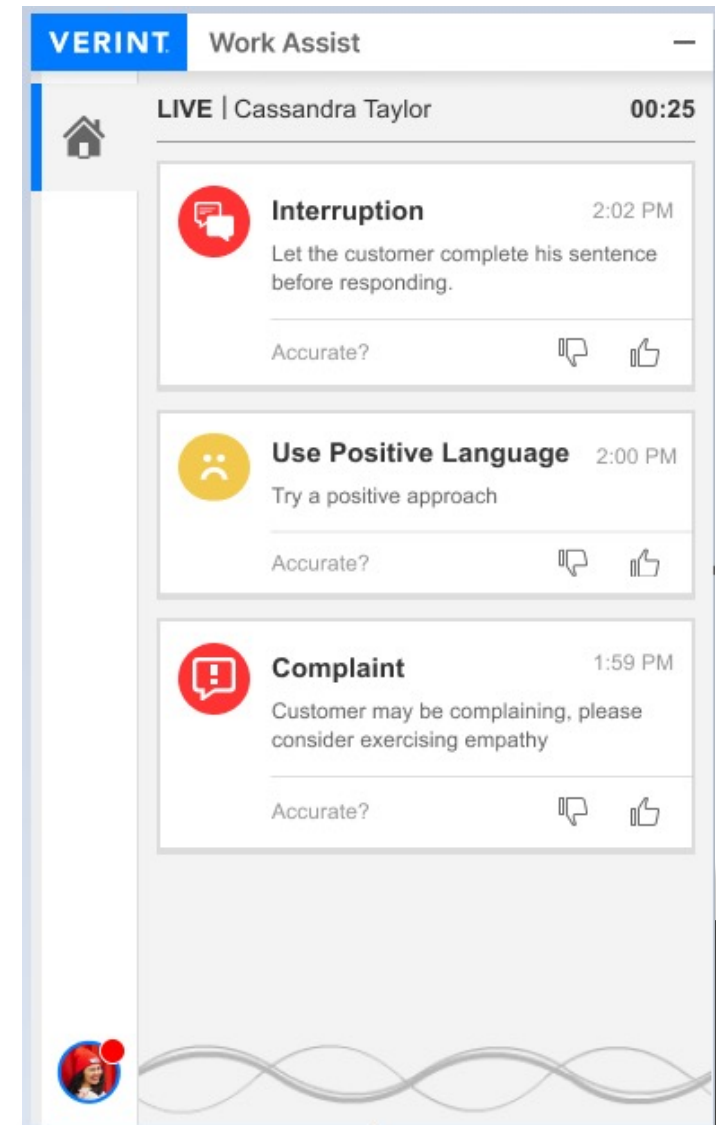
Black Amex™ -  
Dispute Charge

Identifying Fraud

What's my liability if  
I am a victim of  
fraud?

# Real Time Agent Assist

- RTAA точно определяет: что, как и кем было сказано, что сделал агент, и предлагает ему помощь в реальном времени
- **Лингвистические триггеры:** определяют слова, фразы и темы, позитивный/негативный сентимент, жалобы и эскалации
- **Акустические триггеры:** тишина, холды, перебивания
- **Триггеры приложений:** определяет действия агента, требующие подсказки, и предлагает помощь



**EXPERIENCE AVAYA**  
— Moscow —

**Спасибо!**