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Oct 24, 2012 Verint Systems has enhanced its Impact 360 Enterprise Workforce Management software, giving customers access to workflow process mapping capabilities and

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Workforce management in the multichannel call

Forecasting and scheduling can be tricky in the multichannel call center, but cross-training agents for each service channel and adopting some workforce management

Domain: *www.icmi.com* File: */Resources/Self-Service/2011/03/Workforce-Management-in-the-Multichannel-Call-Center*

Verint systems - wikipedia, the free encyclopedia

Verint Systems is a Melville, New York-based analytics company which was founded in 2002. The company sells software and hardware products for security, surveillance

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Workforce management: better but not good enough

The workforce management (WFM) market is coming on strong. This is clear from the growing number of vendors in the market. A few years ago, the contact center WFM

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Sep 09, 2013 See this 3-minute video to understand why all WFO solutions are not equal. Enjoy the workflows of unified Verint WFO. Don't end up with a technological

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Gartner report: magic quadrant for contact center

Gartner Report: Magic Quadrant for Contact Center Workforce Optimization and Verint might get the slight nod for its unified solution and strong partnerships.

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