

Verint TimeFlex Bot

The Verint TimeFlex Bot provides agents with autonomous shift changing, shift splitting, and scheduling changes without the need for manager intervention or approval.

- Artificial Intelligence (AI) is applied to workforce management (WFM) forecasts to determine what the optimal staffing mix is for each shift or period, including volume of staffing resources and skill or tier types.
- Agents earn and spend “Flex Coins” by bidding on different shifts or proposing split shifts that are better aligned to their personal work/life balance.
- TimeFlex ensures that the scheduling and agent resource needs of the business are met while reducing the manual effort needed to support frequent schedule changes.

The TimeFlex Bot can be deployed with any WFM application.



AT A GLANCE

Contact center managers struggle to balance the operational needs of the contact center with the demands of agents for scheduling flexibility. The TimeFlex Bot gives agents agency over their own schedules while reducing the burden on managers.



DEEP DIVE

Each 15-minute increment of the schedule is given a Flex Coin value. Agents can make any changes in their schedule they want as long as their number of paid hours remains the same and they maintain a positive Flex Coin balance. This ensures the final schedule is as good or better than the original one published by the workforce planning team.



LONG VIEW

The TimeFlex Bot is part of Verint’s customer experience (CX) automation strategy in providing bots that can be deployed into existing ecosystems (including those of competitors) to automate specific processes – giving Verint a potential entry point into any contact center regardless of where they are on their evolution to cloud.



MONEY: The TimeFlex Bot is priced on a per-agent basis and supports unlimited shift changes.



MARKET: Valoir hasn’t seen another vendor take this price-elasticity approach to scheduling yet. Rapid deployment and clear benefits – reduced absenteeism, increased manager productivity, and reduced turnover – will make this bot offering attractive.



PEOPLE: Although some managers may not like the diminution of their power that TimeFlex Bot delivers, most will embrace it as a way to have a more empathetic work environment while ensuring operational scheduling needs are met.



TECH: The TimeFlex Bot is one of X Verint has delivered to date based on its proprietary AI and data “gym” model that rapidly trains and tunes bots on customer-specific data.