



Witness Actionable Solutions

ULTRA EXPRESS™
*For Small to Mid-Size
Contact Centers*

Products

ULTRA EXPRESS™ **Quality Management**

- Equip agents to deliver consistent, high-quality service
- Pinpoint individual performance deficiencies for more effective training
- Increase customer satisfaction and decrease customer churn
- Raise first call resolutions and lower call handling costs
- Boost productivity and reduce attrition
- Reduce errors and fraud and lower risk

ULTRA EXPRESS™ **Transaction Management**

- Equip staff to manage disputes, rather than just settle them
- Reduce errors, fraud, and the cost of compliance and dispute management
- Improve operational efficiency
- Specifically designed to provide comprehensive, cost-effective Intelligent Recording® for contact centers staffed by 10 to 150 agents

Overview

Powering Actionable Intelligence

Government and industry recognize the value of timely security and business intelligence. They collect vast amounts of information in an array of enterprise systems — far more information than they can rapidly assess and use. Verint helps these organizations make sense of the vast video, voice and data they capture.

Verint solutions bridge information gaps between enterprise systems, extracting critical information and applying sophisticated, integrated analytics to distill actionable intelligence. Then, Verint solutions deliver this intelligence to the people who need it, wherever and whenever they need it, for timely and effective action.

Actionable Intelligence

What is actionable intelligence? It is the most important information in the vast amount of structured and unstructured data that organizations capture. It is the intelligence that organizations need to perform more effectively ... to make better decisions and to achieve their most important goals.

Open, Standards-Based, Enterprise Platforms

Built on open, standards-based architectures, Verint's intelligent enterprise platforms are engineered for scalability, rapid deployment, and ease of use in global operations and complex environments. They enable organizations to maximize their investments and resources, while harnessing powerful new technologies to prevent terrorism and crime, improve performance and build competitive advantage.

A History of Innovation, Customer Service and Value

Since 1994, Verint has been delivering actionable intelligence solutions that help our customers achieve their security and operational objectives. Today, government and commercial organizations worldwide consistently recognize Verint for innovation, long-term business value and outstanding return on investment.

Solution

ULTRA Express is designed specifically for contact centers staffed by 10 to 150 agents. ULTRA Express captures all of your customer interactions and automatically provides the key people in your company with the recordings they need to improve contact center outcomes. Contact center managers can stay on top of critical issues because ULTRA Express automatically delivers customer recordings right to their desktops.

- Contact center supervisors can more effectively improve performance and processes because ULTRA Express lets them easily play back interactions, evaluate agent performance and deliver targeted training.
- Contact center trainers can provide more effective training and coaching because ULTRA Express helps them quickly identify and remedy knowledge gaps.
- Customer service specialists are better equipped to manage disputes and reduce loss because ULTRA Express makes interaction recordings readily available to them.

"A tremendous amount of time has been saved, while productivity has increased. Team managers are now armed with the necessary equipment to do their jobs much more effectively. We've also noted reduced rates of agent error, but a pleasing increase in sales conversions. Our trainers are also far more informed about agent performance."

— Admiral Insurance

Key Features/Benefits

Voice Quality

High-performance, secure network reduces latency and jitter, resulting in high-quality voice communications. Wide band audio codecs deliver outstanding voice quality.

Increased Productivity

High-quality, low-cost communication facilitates collaboration among employees, leading to higher productivity.

Ease of Use

With a perceptive design and plug-and-play implementation, ShoreTel systems live up to their reputation as the industry's easiest solutions to deploy and use.

Best-in-Class Management

Centralized management capabilities reduce the time spent on network deployment and maintenance, increasing flexibility and reducing cost of ownership.

Scalability

ShoreTel® provides solutions to address small to large enterprises with equipment suited for headquarters, regional and remote or home offices.

Customer Value

ShoreTel IP telephony solution infrastructure provides businesses with a secure, cost-effective, and scalable VoIP solution that is easy to manage.

About ShoreTel, Inc.

ShoreTel is a leading provider of enterprise IP telephony solutions. The Verint-ShoreTel solution provides customers with a number of key benefits, including ease of use, manageability and lower total cost of ownership.

Disclaimer

To be "ShoreTel Certified" means that Technology Partner's product will inter-operate with the ShoreTel system, but ShoreTel does not certify that the features or functionality of Technology Partner's product will perform as specified by Technology Partner nor that Technology Partner's product will meet your specific application needs or requirements. To inter-operate means that Technology Partner's product is able to exchange, use and share information with the ShoreTel system.



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