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Verint Impact 360 is a call recording solution for contact centers In the compliance testing, the Verint Impact 360 used the Event Services interface from Avaya Proactive Contact to obtain information on agent states and outbound calls, and used the Avaya Communication Manager Service Observing feature via the Avaya Application

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Verint EFM 15.2 FP1 Release Overview

Verint offers purpose-built workforce management functionality for back-office operations and branches, including: Activity-Based Scheduling – Scheduling in the back office focuses resources on specific production activities for blocks of time that align with work arrivals, volumes and deadlines.

WFM - Workforce Management Tools & Software | Verint Systems

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Workforce planning specialist (verint 360 user)WFM to document all assumptions, Must be knowledgeable with Verint Impact 360 Manual Scheduling Ability to work a flexible schedule (graveyard/shifting schedule)

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Application Notes for Verint Impact 360 with Avaya ...

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