

Reimagine the citizen experience

Workforce Optimization as a Service



Meet citizen demands with Verint & TTEC Workforce Optimization as a Service

Workforce Optimization as a Service (WFOaaS) is a unified suite of software and services that can help you deliver smarter engagement and real-time guidance across the interaction channels and areas of your department that impact the citizen experience, from contact centers and branch offices to the underlying back-office processes for service delivery.

Transform citizen experience while gaining insight to increase productivity and enhance efficiency

TTEC and Verint have partnered to deliver WFOaaS to federal, state and local government departments and agencies. WFOaaS empowers the transformation of raw data into Actionable Intelligence, so you can understand what's happening in your business and why - and make better, faster, and easier decisions.



Voice Recording



Workforce Management



Quality Management



Performance Manager



Advanced Desktop Analytics



Speech Analytics



Automated Quality Management



Voice of the Customer

Work smarter, not harder

WFOaaS can provide you with unprecedented visibility into the people, processes, and work across multiple functional areas of your department or agency, helping you:

Capture and analyze citizen interactions, journeys, and sentiments across channels

Enhance the quality and security of citizen interactions

Drive deeper engagement with citizens and employees

Improve internal processes and compliance

Boost employee productivity and performance

Uncover department trends and areas of opportunity