| | Department for Work & Pensions Procedures ▸ Verint | I Like It   Tags & Notes |

Verint

Verint (also known as Ultra) is a system which will record all incoming and outgoing calls to caseworkers and helpline using the 2003 system or the 2012 system. No caseworker action is required to initiate recording.

All recorded calls are stored at central storage units. Verint users can trace and listen to any call made by a team member within the last 14 months. Calls are automatically deleted once they are 14 months old.

Clients calling into the Child Maintenance Group (CMG) are informed in advance that their calls are to be recorded. A recorded message currently advises clients:

'**Thank you for calling the Child Maintenance Service. Your call will be monitored or recorded for quality and training purposes or as evidence in court if needed.**'

When making calls to clients who have had no prior contact or no recent contact with the CMG (i.e. within the last six months), inform them that the call is being recorded. The client must be advised:

'**All calls are monitored and may be retained for protection of staff and clients in sensitive situations, security and staff training.**'

Access to Verint will be determined by your job role. When gaining access to the 2012 system, Verint access will be granted automatically if your job role requires this.
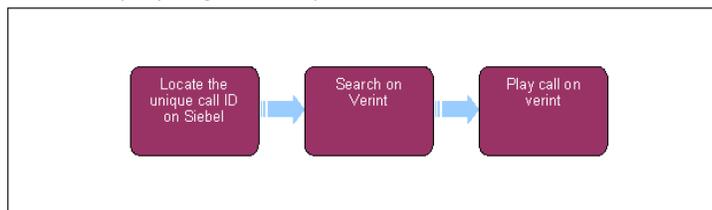
When speaking to clients always use the new terminology. For more information refer to the Terminology Changes.

Locating a call recording

A specific call recording can be located by using the Contact ID number available on the system. More general search criteria can be used within Verint which would normally be used by team leaders carrying out periodic quality control checks rather than specific call searches. This action should only be carried out by team leaders who want to listen to calls specific to their work.

Verint provides access to recorded calls for the following reasons:

- Team leaders to evaluate performance and provide constructive feedback

- Data Protection Unit to allow continued compliance with the Data Protection Act in response to Subject Access Requests (SAR)

- Training and development purposes

Locate the Unique Contact ID from the system

1. Open/drill down on the call activity of the call you wish to listen to.

2. Locate the Contact ID (displayed under case # field).
   If the Contact ID field is not displayed on the screen, select the green 'show more' icon, located at the top of the screen, to expand the view.

3. Take a note of the Contact ID.

Search on Verint

With the Contact ID

4. Select the Search link on the Verint home-page to enter the **Search for Contacts** screen:

5. Select the **Contact Data** tab.

6. Input the unique Contact ID obtained from the system in the **Switch call ID** field and go to **step 11**.

Without the Contact ID

7. Select the **Date Range** tab and input the earliest and latest times and dates for the desired search.

8. Select the **Contact Data** tab to search for a call made to or from a particular telephone:

    ■ Input the telephone number called in 'Dialled to' (DNIS)

    ■ Input the telephone number called from in 'Dialled From' (ANI)

    ■ Input the minimum call length in Min. and the maximum call length in Max. if you wish to confine the search to certain call durations.

9. Select the **Advanced Data** tab.

10. Select **Agent Name** to display a drop down of all available caseworkers. Highlight and select the caseworker you are looking for. (This would normally be used in conjunction with the **Date Range** tab e.g. if caseworker X was selected here, and the date and time range Y to Z selected in **Date Range,** all calls for that caseworker for that time period is produced).

11. Select the **Execute Search** button and a list of any matching call recordings is displayed. Where the Contact ID was used there is only one entry.

12. Highlight and select the call required.

Play on Verint

ⓘ There are two different ways of playing call recordings on Verint, through the PC speakers (or a headset plugged into the speaker port on the PC) or through your telephone.

13. For playback through PC :

    ■ Select the **Preference** tab from the home screen

    ■ Select the **Speaker** radio button

14. For playback through the telephone :

    ■ Select the **Preference** tab

    ■ Select the **Telephone** radio button

    ■ Dial the telephone extension number shown on the pop-up that will display

    ■ Select **OK** on the pop up

15. The **Playback Screen** will now display on Verint. Select the **Play** icon to listen to the call.

16. At the bottom of the **Playback Screen** the following information is displayed:

    ■ Start Time - shows the date and time of the call that was received by the agent

    ■ Duration - shows the duration of the call and actual recorded call length

- Agent - this usually displays the agent name

- ANI - shows the number of the telephone used to make the call i.e. client's telephone number

- DNIS - shows the number that the client dialled

- Data - this button provides a pop-in of the full contact information relating to this call

Verint Playback Reasons and Remarks

Reason for the playback	Remark
Quality Monitoring	QM
Individual Support e.g. abusive/ stressful caller	Ind supp (plus brief note of reason e.g. abusive, PVP)
Client complaint	CC
Learning & Development - for use in learning environment	L&D (please add brief note if this is intended to be copied to CD)
TSO check	TSO check
DCI and other security check	SEC (plus brief note of reason e.g. DCI)
Client requests a copy of the call i.e. Subject Access Request (SAR only)	SAR (plus NINO of client)
Data Protection - other	DPA (plus brief note of reason)
Check content/completeness/accuracy of information provided by caller e.g. fraud, overpayment, etc	ACC
Business Development/Analysis	BD (plus brief note of reason)
Client Relations Use	CR
Other i.e. not covered by above	Other (plus brief note of reason)

CCPulse