Parloa | VERINT Partner

Redefining the future of workforce management

AI-enabled workforce management will be standard by 2030*, and the shift is already underway. And as contact centers face rising complexity, a new model is taking hold: hybrid workforces, powered by both people and agentic AI.

That's why Parloa and Verint have partnered to deliver the first enterprise-grade solution designed for this hybrid future.

From forecasting and scheduling to quality assurance and continuous improvement, CX leaders can now manage every agent—AI or human—side by side, in a single system.

Parloa + Verint at a glance

Integrated Platforms	Verint Workforce Engagement + Parloa AI Agent Management
Channel Support	Voice, chat, messaging, and multilingual interactions
Deployment	No code setup with rapid time to value
Security & Scale	Built for enterprise performance, compliance, and resilience
Who Uses It	Designed for global CX leaders, operations teams, and IT buyers

*Gartner, Market Guide for Workforce Management, Applications, Josie Xing et al., 1 August 2024. G00800951.

Let's build your hybrid workforce together.

SCHEDULE YOUR CUSTOM DEMO

Parloa Inc. New York, NY | **contact@parloa.com**

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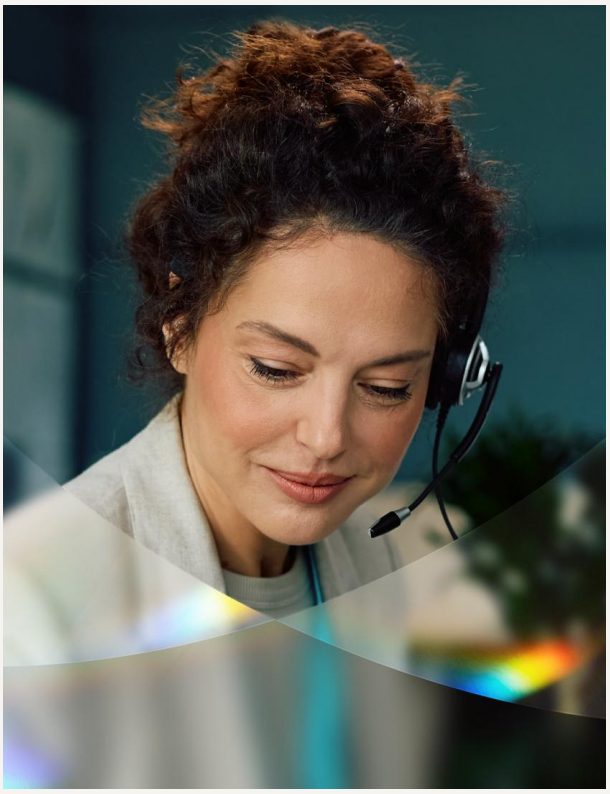

The first fully integrated hybrid workforce solution

Why CX Leaders Choose Parloa & Verint

Most AI solutions can require new workflows, disconnected dashboards, and duplicated effort. That approach breaks down under pressure, especially when you're managing high-volume demand.

Parloa + Verint gives CX leaders shared insights, unified tools, and faster outcomes.

Parloa + Verint bring agents - AI and human - together in one system:

✓ **Shared QA**

Score, review, and improve AI agents with the same Verint solutions used for human teams. No process reinvention required.

✓ **Integrated Scheduling**

Forecast and staff across both agent types from a single WFM engine—balancing automation with human touch to reduce burnout.

✓ **Performance Transparency**

Use real, side by side performance data to understand where AI is outperforming, underperforming, or ready to scale.

✓ **Coordinated Coaching**

Identify coaching moments across both types of agents—driving more efficient improvement.

✓ **Consistent CX**

Whether a customer talks to a human or AI, they get the same high quality, personalized experience.

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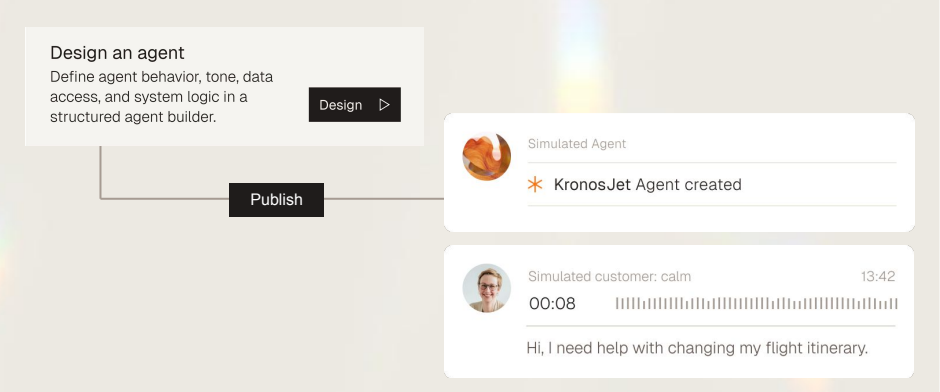
How it works with Parloa + Verint

Design

Intelligent AI agents for voice and digital channels

Simulate and test

AI agent behavior before the system goes live



Deploy and scale

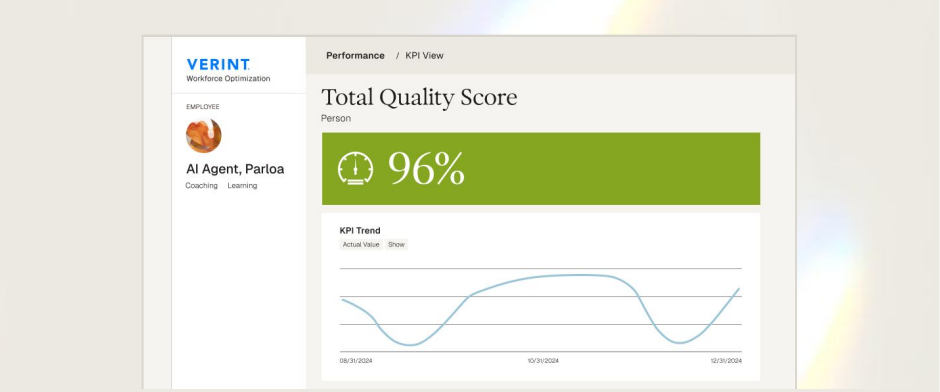
Agents on demand, across languages and regions

Coach, analyze, and QA

Every interaction using shared metrics

Forecast and manage

Your full hybrid workforce in one place



Results across every agent with Parloa + Verint

Whether you're trying to extend service coverage, improve time-to-resolution, or free up your human agents for more complex needs, this partnership delivers results from day one.

↗ First Contact Resolution

↗ Containment Rate

↘ Cost Per Contact

Let's build your hybrid workforce together.

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