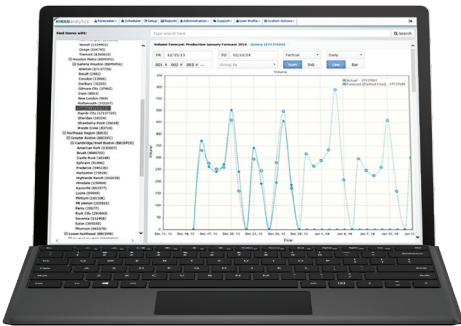
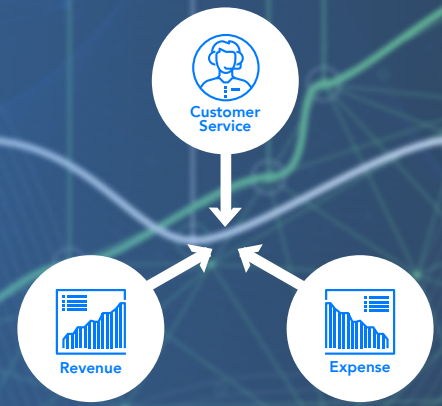


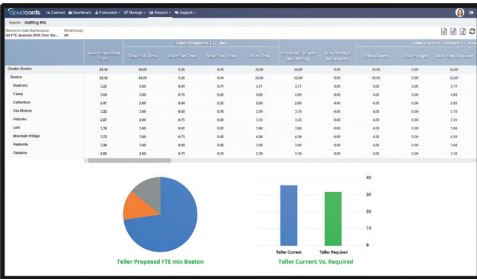
**Avoid overstaffing to reduce expenses.  
Minimize understaffing to improve  
sales and service effectiveness.**

CloudCords® Forecaster is specifically designed for retail banks to optimize their branch staffing levels.



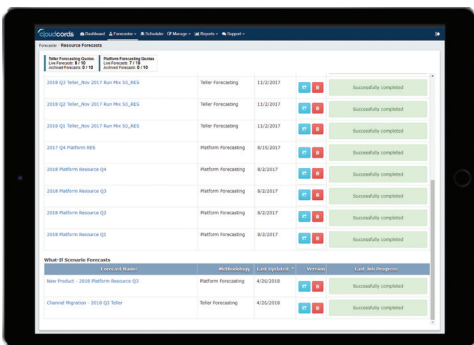
## Analyze and Predict Demand and Resource Capacity With Accurate Forecasting

Over-forecasting increases cost and under-forecasting impacts customer satisfaction and growth. Ignoring such factors such as channel migration and strategic initiatives results in misalignment of demand and FTE capacity. Accurate forecasting enables optimizing resources in order to improve customer satisfaction, growth, and efficiency.



## Align Strategic Workforce Plans With Optimal Tactical Staffing Levels

The strategic forecasts provide financial planners with insights into their long-term staffing plans. Regional and market managers get visibility into the direction of FTE planning in their geographies. Branch managers receive half-hourly FTE forecasts for scheduling their staff to match the local demand.



## Run What-if Scenarios For Fast Decision Making

Banking leaders are often interested in understanding the impact of various branch channel transformation initiatives like new technology rollouts, new product introductions, or workforce reductions on key performance metrics such as customer service, revenue, and operational expense. CloudCords Forecaster's innovative what-if scenario analysis tools, import/export automation, and high performance forecasting engine minimize the time to setup and run what-if scenarios. The result is timely data-driven workforce management decisions.



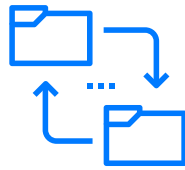
### **Demand Forecasting Specifically Designed for Branch Banking**

Innovative demand forecasting model uses network-wide transaction volumes for identifying trends and seasonality for each activity. The model also takes into account such factors as channel migration and strategic initiatives.



### **Resource Capacity Planning for Branch Workforce Optimization**

Forecaster predicts the distribution of service times with far greater accuracy than alternatives. Its modern constrained service level modeling approach maximizes service levels for given FTE and forecasted demand.



### **Extensive Data Import/Export Automation**

CloudCords Forecaster eliminates wasted time associated with tedious, repetitive work and prevents errors by automating the data import/export tasks.



### **Choose Your Software Delivery Model**

CloudCords Forecaster is offered as Software-as-a-Service (SaaS) or a managed service providing your financial institution the flexibility for your delivery model.



### **Enterprise Class Software: Security, Reliability, Performance, and Scalability**

CloudCords Forecaster software is hosted in a private cloud utilizing Kiran's integrated SaaS platform and infrastructure services.



### **Optimize Workforce Capacity With Seamless Scheduler Integration**

Resource forecasts are delivered with half-hour granularity in a format that is fully compatible with CloudCords.

Kiran Analytics, a Verint Company, is a leader in accelerating banking transformation through the application of advanced analytics. Our branch workforce management products and process improvement advisory services help financial institutions improve customer experience, operational efficiency, and business performance. Eight out of the top ten US retail banks rely on CloudCords software to power their workforce management processes. CloudCords software is deployed in over 40,000 branches worldwide.