ToolGPA

NOVEMBER 2026

Verint Workforce Management

The Insider's Guide

Contact center forecasting, scheduling and intraday management



Every plan, grade, refund rule and rival among shift scheduling apps, read from Verint Workforce Management's own pages.

Made by Verint · checked Nov 13, 2026 · toolgpa.com

1.8
GPA

VERINT™

Contact Center AI Platform

Elevate CX while lowering costs



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Who made this guide, what else is on the site, and how to cite it

ToolGPA put this guide together from Verint Workforce Management's own pages, its app-store listings and our grades. Every fact in it is on Verint Workforce Management's page too, where it is kept up to date. Checked Nov 13, 2026.

Welcome

What it is, who it suits, its grades and the ten things to know first

1.8

GPA, above 4 of the 49 other shift scheduling apps we grade

Verint Workforce Management is workforce management software for contact centers. It forecasts contact volumes, plans capacity, builds schedules that account for labor rules and employee preferences, and tracks adherence during the day. Verint sells two WFM products, Verint WFM and Calabrio WFM, and does not publish prices.

To get you started, here are **7 things to know about Verint Workforce Management**, taken from its own pages and our grades.

> **But no price is published, the vendor lists two products (Verint and Calabrio WFM), and its AI features are separate add-ons.**
>
> From our report card of Verint Workforce Management

1 **Best for contact centers**

Verint WFM forecasts, schedules and manages the day for contact centers.

2 **It runs on Web**

Web.

3 **Forecasting**

Forecasts volumes from historical data across channels, including chat, voice, email and SMS, and includes outside events that affect volume.

4 **Capacity planning**

Long-term staffing models to help decide when to hire, redeploy or lean on overtime.

5 **Automatic scheduling**

Builds schedules that follow customer demand, labor laws and employee preferences.

6 **A 1.8 GPA, above 4 of 49**

That is against the other shift scheduling apps we grade, on value, the free plan, features, ease of use and platforms.

7 **Keep it**

The plain part of Verint Workforce Management you could make: time off and reports. What surrounds it you could not. The 4 things listed below take a company, not a weekend.

Verint Workforce Management at a glance

PRICING Paid	FREE PLAN No
FREE TRIAL None stated	RUNS ON Web
MADE BY Verint	CATEGORY Shift Scheduling
OUR GRADE 1.8 GPA, weak	

The report card

Best for contact centers

Verint WFM forecasts, schedules and manages the day for contact centers. But no price is published, the vendor lists two products (Verint and Calabrio WFM), and its AI features are separate add-ons.

TOOLGPA REPORT CARD **Verint Workforce Management** Graded Nov 13, 2026

SUBJECT	GRADE	COMMENT
Value for money	C	No price on record; the vendor points to a demo or sales.
Free plan and trial	F	Nothing free is listed: no free plan and no trial on the pages we read.
Features	B	Forecasting, capacity planning, auto-scheduling, intraday management, self-serve changes and an employee app.
Ease of use	C	No store rating on record. Complex operations need configuring.
Platforms and integrations	C	Web only on the listing; a mobile app is mentioned and no integrations are named.
Grade point average		Weak, out of 4.0 **1.8**

An A is worth 4 points, a B 3, a C 2, a D 1 and an F nothing. The GPA is the average of the five.

Who Verint Workforce Management is for

- ✓ Fits if you run a contact center and need forecasting and intraday control
- ✓ Works for large operations with complex scheduling rules

Who it is not for

- ✕ Skip it if you roster restaurants or shops
- ✕ Not for you if you want a price, as none is published
- ✕ Watch out: Verint WFM and Calabrio WFM are separate products, so ask which a quote covers
- ✕ Watch out: TimeFlex Bot and Workforce Intelligence cost extra

Good to know

Good for

- ✓ Contact centers and BPOs that forecast by queue and channel
- ✓ Regulated or multi-country operations with varied labor laws
- ✓ Teams that want agents to adjust their own schedules

Worth knowing

- ⓘ No prices are published; the vendor points visitors to a demo or to sales.
- ⓘ It is built for contact centers, not for restaurants or shift-based retail.
- ⓘ The vendor lists two products, Verint WFM for complex operations and Calabrio WFM for faster setup, so ask which one a quote covers.
- ⓘ AI features such as TimeFlex Bot and Workforce Intelligence are separate add-on products on top of the WFM.

What it costs

Every plan, the free plan, ways to pay less and how prices have moved

Verint Workforce Management's current pricing could not be confirmed from its own site.

> **No price on record; the vendor points to a demo or sales.**
>
> From our grade for value for money

We could not confirm Verint Workforce Management's current prices from its own site, so this guide lists no plans. verint.com has them.

What it does

Its main features, where it runs, what it works with and who makes it

1

Place it runs: Web

Contact center forecasting, scheduling and intraday management. Here is what it does, as its own site describes it, and what it covers: AI features, auto-scheduling, reports, shift scheduling, time off.

> **Forecasting, capacity planning, auto-scheduling, intraday management, self-serve changes and an employee app.**
>
> From our grade for features

Forecasting

Forecasts volumes from historical data across channels, including chat, voice, email and SMS, and includes outside events that affect volume.

Capacity planning

Long-term staffing models to help decide when to hire, redeploy or lean on overtime.

Automatic scheduling

Builds schedules that follow customer demand, labor laws and employee preferences.

Intraday management

Real-time alerts, queue analytics and dashboards compare forecast and actual volume and staffing.

Self-serve schedule changes

The TimeFlex Bot lets agents change their own schedules without manager approval while protecting service levels.

Mobile app for employees

The MyVerint Mobile App shows schedules and performance and handles time-off requests, shift swaps and bids.

Where it runs

Web

What it works with

Its own pages name no integrations.

Verint Workforce Management is made by Verint.

PART 04 · STANDING

Where it stands

Its grades against its category, and whether to keep it or make your own

4/49

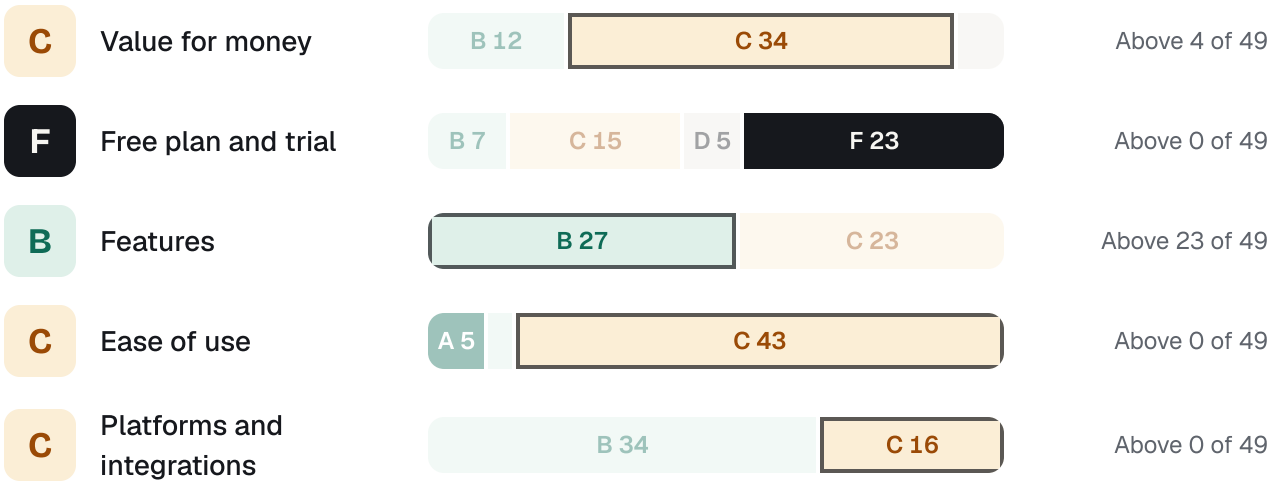
Other shift scheduling apps it is graded above

Verint Workforce Management's GPA of 1.8 is higher than 4 of the 49 other shift scheduling apps we grade, and level with 12.

It stands best on features (B, above 23 of 49) and worst on free plan and trial (F, above 0).

Each grade against the category

Every bar is all 50 shift scheduling apps we grade, cut by the letter each got. Verint Workforce Management's own letter is outlined.



Keep it, or make your own?

Whether this is something you could build for yourself with an AI app builder, and what you would give up.

Keep it

The plain part of Verint Workforce Management you could make: time off and reports. What surrounds it you could not. The 4 things listed below take a company, not a weekend.

That makes this kind of software worth paying for, not this one in particular: 33 of the 49 other shift scheduling apps grade higher.

What you could make

- Time off and reports: an app builder makes these well.

What you could not

- A rota the whole staff sees on their phones, with swaps and alerts.
- A scheduler that rearranges your day as things move.
- AI features, unless you pay a model provider for each request yourself.
- The depth: we grade its features B, which means it covers the whole job.

What this rests on. Verint Workforce Management's listing: what it does, where it runs, what it plugs into and what it costs. It is a judgement about the kind of software this is. We have not built a replacement for it, and making your own means looking after it too. How we decide, and every tool's verdict.

The alternatives

The tools it is most often weighed against, side by side



Assembled, Quinyx, Legion and Humanforce

The 4 tools Verint Workforce Management is most often weighed against, with where each one differs from it.

1.8 GPA

Assembled

From $25/mo

Forecasting and scheduling for customer support teams, human and AI.

- Verint Workforce Management also covers auto-scheduling.

Verint Workforce Management and Assembled compared in full

1.6 GPA

Quinyx

Paid

Enterprise workforce management with forecasting and scheduling.

- Verint Workforce Management also covers auto-scheduling.
- Quinyx also covers time clock.

Verint Workforce Management and Quinyx compared in full

1.8
GPA

Legion

Paid

Enterprise workforce management with AI schedule optimization.

- Verint Workforce Management also covers auto-scheduling.
- Legion also covers time clock.

Verint Workforce Management and Legion compared in full

1.8
GPA

Humanforce

Paid

Workforce management, HR and payroll suite for frontline teams.

- Verint Workforce Management also covers auto-scheduling, reports and time off.
- Humanforce also covers payroll, time clock, applicant tracking and employee records.

Verint Workforce Management and Humanforce compared in full

PART 06 · QUESTIONS

Quick answers

The questions people ask about it, each answered in a line or two

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Questions, each answered in a line or two

The short version of everything above, for when you only need the answer. Each one is told in full in its part of the guide.

Is Verint Workforce Management free?

No. Verint Workforce Management is a paid product.

What platforms does Verint Workforce Management work on?

Verint Workforce Management is available on Web.

Does Verint Workforce Management have an Android app?

No Android app was listed when its pages were read on Nov 13, 2026. Verint Workforce Management is listed for Web.

Does Verint Workforce Management have an iPhone app?

No iPhone app was listed when its pages were read on Nov 13, 2026. Verint Workforce Management is listed for Web.

Is Verint Workforce Management open source?

Verint Workforce Management is not described as open source on its own site, as read on Nov 13, 2026.

Who makes Verint Workforce Management?

Verint Workforce Management is made by Verint.

What are the alternatives to Verint Workforce Management?

The closest alternatives to Verint Workforce Management in our directory are Assembled, Quinyx, Legion and Humanforce.

How does Verint Workforce Management compare with other shift scheduling apps?

Verint Workforce Management's GPA of 1.8 is higher than 4 of the 49 other shift scheduling apps we grade, and level with 12.

Could I make my own version of Verint Workforce Management?

The plain part of Verint Workforce Management you could make: time off and reports.

Where this guide comes from

The prices, plans, platforms and features were read from Verint Workforce Management's own pages on Nov 13, 2026, and the grades were given on Nov 13, 2026. Graded from this listing, whose facts were read from Verint's own pages on 13 November 2026. Not based on using the product, and shorter than our full reviews.

Every tool we list gets five grades, A to F, each with its reason, and a GPA that averages them. How each is decided is at toolgpa.com/grades. This guide is ToolGPA's own work; it is not made, paid for or approved by Verint. Prices change, so check verint.com before you buy.

verint.com

verint.com/workforce-management-software-wf…

About ToolGPA

Who made this guide, what else is on the site, and how to cite it

7,721

Tools graded, in 95 categories

ToolGPA grades software the way a school report grades a pupil: five subjects, a letter for each with the reason written beside it, and a GPA that averages them. Prices, plans and platforms are read from each maker's own pages and dated, so you always know how fresh a figure is.

Every grade, review and ranking on ToolGPA is our own judgement. No company can pay for a grade or change one. Every tool on the site has a guide like this one, free to download and pass on. It all lives at toolgpa.com.

7,721	95	739	579
tools graded	categories	price changes on record	apps priced in 12 countries

What else is on toolgpa.com

Verint Workforce Management, kept up to date

Everything in this guide, with prices and grades as they are today

toolgpa.com/tools/verint-wfm

How grades are given

The rules behind every letter and every GPA

toolgpa.com/grades

Value charts

What each tool costs against what it scores, for every category

toolgpa.com/charts

Compare

Any two tools side by side, plan by plan

toolgpa.com/compare

Price changes

Every price rise and cut on record, each with its source

toolgpa.com/price-changes

Prices by country

What apps cost on the App Store in 12 countries

toolgpa.com/prices-by-country

Pay less

Every public discount: yearly billing, students, nonprofits

toolgpa.com/save

Keep or make

Which tools are worth paying for, and which you could build yourself

toolgpa.com/keep-or-make

Scan for the live page

Prices and grades as they are today

Quoting this guide?

Please name ToolGPA and link to the live page, so readers can check the figures for themselves:

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ToolGPA, "Verint Workforce Management: The
Insider's Guide", checked Nov 13, 2026.
https://toolgpa.com/tools/verint-wfm
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Know someone choosing between shift scheduling apps?

Send them this guide:
toolgpa.com/tools/verint-wfm/guide

ToolGPA elsewhere: youtube.com/@toolgpa

See our other guides

The best-graded shift scheduling apps after Verint Workforce Management, each with an Insider's Guide of its own.

Shift Scheduling Insider's Guide

Every one of the 50 shift scheduling apps we grade, compared

Connecteam Insider's Guide

Employee app for shifts, time clock, chat and HR, free up to 10 users

3.2 GPA

Homebase Insider's Guide

Small-business scheduling, time clock and payroll, priced per location

3.2 GPA

7shifts Insider's Guide

Restaurant scheduling, time clock, tips and payroll, per location

3.0 GPA

ToolGPA

Choosing software? Every tool graded, every price dated.

Compare tools at toolgpa.com ›

Everything in this guide is ToolGPA's own summary of what Verint Workforce Management's pages, its app-store listings and public reviews said on the dates shown. Grades are our judgement under the rules at toolgpa.com/grades. Every grade, review and ranking on ToolGPA is our own judgement. No company can pay for a grade or change one. Verint Workforce Management is a trademark of its owner, and this guide is not made, paid for or approved by Verint. Prices and plans change: check verint.com before you buy.