# **Verint Index for Representatives**

[Work Instruction](#_Toc196918076)

[Job Aids](#_Toc196918077)

**Description:** Various aspects of the Verint Performance Management Tool are provided for Representatives.

 **Leaders:** Refer to [LDR: Verint Index for Leaders (056522)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6226782c-185b-4cd4-9ed6-8cfabab0ccd8).

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| **Work Instruction** |

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| **Title** | **Description** |
| [Using Verint (056210)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=d9eec58d-f754-497f-b253-ced75bac8770) | Provides instructions for using Verint. |

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| **Job Aids** |

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| **Title** | **Description** |
| [Verint Quality Score (VQS) Job Aid (056722)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0cdabed7-d6dc-43db-b8fc-3fd204923fcc) | Provides information on the Verint Quality Score (VQS). |
| [Verint Searches (059194)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=920583e1-9906-4c9c-b2a3-35aaa22becb7) | Provides guidance on the various ways to search for Interactions and Evaluations in Verint. |

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