

The Ultra-Engaged Employee in the Seriously Smart Organization

Navigating digital disruption and the work style of next-generation employees is forcing organizations to be more focused and responsive to the needs of both customers and employees than ever before.

Armed with today's most advanced technology, the ultra-engaged employee is key to enabling the Seriously Smart Organization.

Seriously Smart Organizations are fixated on the customer ...



... leveraging every interaction to relentlessly evolve and improve the customer experience



optimizing and empowering employees to respond to customer demands

Ultra-Engaged employees are information super brokers. Using all channels

including voice, digital, social, and mobile, they:



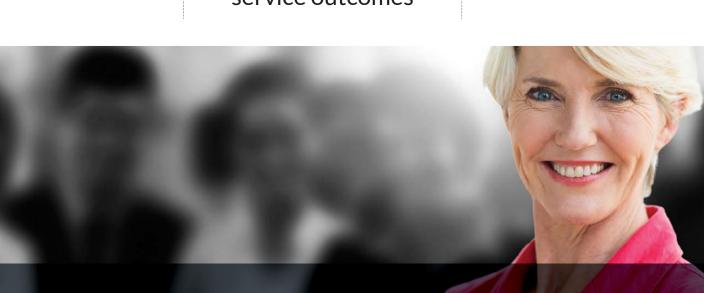
from across the organization



to support the customer journey and influence positive service outcomes



back to benefit the organization and customers



engaged and more efficient than their peers.

Ultra-Engaged employees are smarter, more

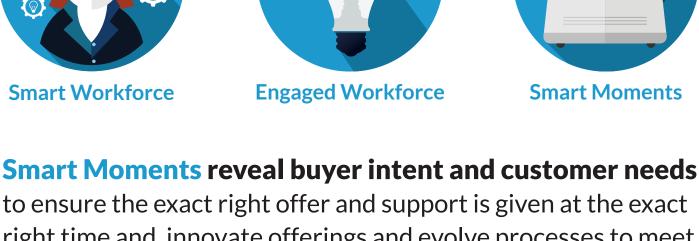
capitalize on smart moments.

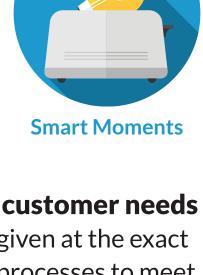
Organizations that build a smart and

engaged workforce are equipped to



evolving needs to deliver more:





Personalized, Predictive and Productive **Customer Engagement.**

[know me] [understand me] Know my specific wants and needs, Learn from our past the products and services I use, and interactions to develop engage with me consistently across products and services

Give me fast and accurate service that shows me you

[value me]

value my time and business.

all the channels and devices I use.

Let me find the answers I need easily, 24/7, via self-serve channels.

[empower me]

that are tailored to me.

Revenue

Customer

satisfaction & loyalty



Verint solutions are designed to empower **Seriously Smart Organizations**

in the areas of Customer Analytics, Workforce Optimization and Engagement Management.

> To learn more about how, go to: www.verint.com/digital-disruption