



Verint Cloud Support

Support Contact Information

April 9, 2019

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Customer Engagement Solutions (“CES”) Support

Support for Verint CES cloud offerings will be provided in the Americas region during the hours of support described in this document for the specific CES SaaS offering subscribed to by a customer. Each customer can designate up to five trained resources as Support contacts who can report issues to Verint Support. Each Support contact will have access to report issues via telephone or electronically during defined Support hours.

Incident Priority	Description	Response
Severity 1	Production system is down. All or a substantial portion of your mission critical data is at a significant risk of loss or corruption. Your business operations have been severely disrupted.	30 minutes during Support hours; efforts to correct issue begin immediately
Severity 2	Major functionality is severely impaired. Operations can continue in a restricted fashion, although long-term productivity might be adversely affected. Performance of business system is significantly impacted	1 hour during Support hours; effort to correct issue begin within 90 minutes
Severity 3	An Error that results in minimal impact on business operations where the Product may be usable, but there is only a minor impact on performance where one or more functions do not operate optimally.	2 hours during Support hours; efforts to correct problem begin within 4 hours



CES Product Family	Hours of Support ¹	Channel	Contact
Telligent (Social)	8:00AM to 6:00PM CT Monday – Friday 24 x 7 x 365 for Priority 1 and Priority 2 Issues	Phone	+1 877-739-5530 (US) +44 (0) 845 8437333 (EMEA)
		Email	support@telligent.com
		Web	www.telligent.com/support
Enterprise Feedback Management (EFM), Retail Financial Services (RFS)	8:00AM – 8:00PM ET EMEA - 8:00AM - 6:00PM GMT Monday – Friday	Phone	1-888-983-7468 (US) +44 (0) 845 843 7333 (EMEA)
		Web	https://community.verint.com
Digital Feedback	7:00AM – 8:00PM ET Monday – Friday	Web	https://community.verint.com
Next IT	8:00AM to 5:00PM PT Monday - Friday	Email ²	support@nextit.com
		Phone	1-888-243-6806
Knowledge Management (KM Pro)	8:00 AM – 8:00PM ET Monday – Friday All other times Severity 1 only	Phone	1-888-983-7468
		Web	https://community.verint.com
Workforce Optimization products (i.e. Recording, Quality Monitoring, Speech, WFM, Customer Feedback and Desktop Process Analytics)	24 x 7 x 365 EMEA - 24 x 7 x 365 Priority 1 and Priority 2 issues	Phone	1-888-983-7468 (US) +44 (0) 845 843 7333 (EMEA)
		Web	https://community.verint.com

¹ Excluding Verint observed holidays found at <http://www.verint.com/verint-holiday-schedules/>

² Response times for issues reported by email are constrained by business hours. Issues reported by email after hours will be responded to on the following business day). Customers are instructed to report P1/P2 issues by phone only after hours.



Cyber Intelligence Solutions (“CIS”) Support

Support for Verint CIS cloud offerings will be provided in the Americas region during the hours of support described in this document for the specific CIS SaaS offering subscribed to by a customer. Each customer can designate up to five trained resources as Support contacts who can report issues to Verint Support. Each Support contact will have access to report issues via telephone or electronically during defined Support hours.

Incident Priority	Description	Response
Priority 1	Error in a production environment causing the Software to be completely down and inoperable.	30 minutes during Support hours; efforts to correct issue begin immediately
Priority 2	Error in a production environment causing intermittent system down and inoperability, or a major part of functionality to be generally unavailable.	1 hour during Support hours; effort to correct issue begin within 90 minutes
Priority 3	Error causing low business impact or minor functionality to be unavailable.	2 hours during Support hours; efforts to correct problem begin within 1 business day
Priority 4	Error not affecting normal business operations.	1 business day during Support hours; efforts to correct problem will be evaluated for next patch or release

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CIS Product Family	Hours of Support ³	Channel	Contact
Verint Dispatch Manager (VDM)	Monday through Friday from 9:00am to 5:00pm Local Time*	Phone	1-866-606-3008
		Email	VDMsupport@verint.com
		*Notes	Local Time for VDM support shall be based on the time zone the call is originating from, except that Local Time for calls originating from regions outside of Canada and the United States shall be based on Eastern Time. Time zones supported under Local Time are Pacific (incl. Hawaii), Mountain, Central, and Eastern.
WebAlert	9:00 AM to 8:00 PM EST Mon - Fri	Phone	1-888-983-7468

³ Excluding Verint observed holidays found at <http://www.verint.com/verint-holiday-schedules/>