

Verint AdviceLine

Managing your enterprise to achieve business goals can be a daunting task. You're faced with constant changes and are often expected to do more with less. You have ideas to address these challenges, but you also have a looming set of questions –and there's a lot riding on the answers.

Verint® AdviceLine™ is an "ask the expert" service designed specifically to provide you with quick guidance on operational or business practice questions about your contact center, branch, and/or back-office operations. AdviceLine provides you with eight, one-hour, one-on-one web conference sessions on a wide range of operational topics. It's a convenient, economical way to get expert advice while helping you avoid costly mistakes. Even better, it can help you to get the most from your investment in Verint solutions.

Benefit from On-Demand Access

A little advice can go a long way. AdviceLine enables you to draw on the proficiency of our experts, who have years of hands-on business operations and technology experience engaging with hundreds of businesses of all sizes, across a broad range of industries.

Not sure if you're doing something correctly? What would happen if you tried another approach? Our experts offer best practices on how to use your Verint® Customer Engagement Optimization solutions to their fullest potential. Topics include:



Key Benefits

- Delivers advice on business best practices and change management from industry experts.
- Provides quick, easy access to Verint experts.
- Helps you avoid costly mistakes by providing clarity for your plans as they're developed.

Topic	Sample Discussion Areas
Agent Desktop	Multichannel interaction strategies; service goals; task creation and completion
Business Best Practices	Cost analysis; outsourcing; workload balancing
Quality and Performance Optimization	Quality monitoring; performance calibration; supervisor coaching
Site Management	Desktop function configuration; reporting; user authorization
Social Engagement	Social stream monitoring and filtering; business rule creation; social response tactics
Technology Expertise	Network typography; high availability strategies; speech analytics best practices
Workforce Management	Forecasting best practices; multi-contact scheduling; queue consolidation

AdviceLine Complements Technical Support

Technical Support focuses on helping you understand how features work, so you can use them correctly.

AdviceLine helps you work more effectively to help maximize your ROI.

Technical Support Questions

Feature Issues

- How does this feature work?
- Are we using this product or feature correctly?

Product Enhancement

- Can you add a feature that does this?

Service Packs and Patches

- What is in the service pack?
- How do we apply the service pack?

AdviceLine Questions

Product Usage

- How do we automate this process?
- Are we using the product wisely, in a way that makes sense for our business?

Best Practices: Forecasting and Scheduling

- What if we change work rules?
- How do we reduce shrinkage?

Best Practices: Performance Optimization

- Which KPIs should we use?

Best Practices: Operations

- What is the cost impact if we outsource?
- How can we measure back-office productivity?

Best Practices: Quality Management

- How can business rules help me record the right calls?

Best Practices: Analytics

- How can we mine calls for business intelligence?

Best Practices: Engagement Management

- How can we configure multiple SLAs?
- What is the best way to report on the interactions to a department?
- How do we limit the volume of data intake?
- How can we measure social media for business intelligence?

How to Get Started

It's easy to get started with AdviceLine. Once your service is activated, you can set up a session by filling out the form at www.verint.com/adviceLine explaining the topic you're interested in addressing. Provide available times for scheduling an appointment, and one of our consultants will contact you. It's that simple.

Benefit from World-Class Consultants

Verint offers a range of Professional Services to help you get the most from your investment, including Business Advisory Services, Implementation and Enablement Services, and Application Managed Services. Regardless of the services you select, you can be confident that our experienced teams offer practical knowledge and are committed to your success.

Verint. Powering Actionable Intelligence®

Verint® Systems Inc. (NASDAQ: VRNT) is a global leader in Actionable Intelligence® solutions for customer engagement optimization, security intelligence, and fraud, risk and compliance. Today, more than 10,000 organizations in over 180 countries use Verint solutions to make more informed, effective, and timely decisions. Learn more at www.verint.com.

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