

# Verint AdviceLine for Enterprise Feedback Management

Managing your enterprise feedback program 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 enterprise feedback management solution. AdviceLine provides you with one-hour, one-on-one web conference sessions on a wide range of topics. This service is a convenient, economical way to get expert advice while helping you avoid potentially costly mistakes. Even better, it can help you to get the most from your investment in Verint® Enterprise Feedback Management™.



Verint AdviceLine provides you with quick access to experts who can provide guidance on operational or business practice questions regarding your Enterprise Feedback Management solution.

## 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 enterprise feedback management solution to its fullest potential. Topics include:



## Key Benefits

- Delivers advice on application and business best practices from industry experts.
- Provides quick, easy access to Verint Enterprise Feedback Management experts.
- Helps you avoid costly mistakes by providing clarity for your plans as they are developed.

Topic	Sample Discussion Areas
Survey Design	Questionnaire design; survey respondent paths; programming
Modern Rendering	Converting a survey questionnaire from classic to modern rendering
Case Management	Planning, design, implementation, and programmatic considerations
APIs and Integration	ETL Data Broker Service; data sources; survey engine API; web service APIs; integration with customer in-house and third-party data sources
Reporting and Analytics	Dashboard design; report distribution; datasets and data enrichment
Feedback Intelligence	Report design that delivers operational intelligence
Panel Management	Panel health score; frequency filtering; tracking respondents across surveys
Business Best Practices	In-the-moment surveys; mobile optimization; SMS surveys; offline mobile surveys

## 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.

Example AdviceLine Questions	
<p><b>EFM Survey Design</b></p>	<ul style="list-style-type: none"> <li>• How do I design this questionnaire so the data works correctly in reporting, analytics and programming?</li> <li>• How can I use existing data to facilitate future data collection?</li> <li>• How do I use branching, destination and conditional visibility to optimize a single survey session across multiple possible respondent channels?</li> </ul>
<p><b>Modern Rendering</b></p>	<ul style="list-style-type: none"> <li>• What are the advantages of converting my surveys to modern rendering?</li> <li>• How do I convert a survey from classic to modern rendering?</li> <li>• What happens to my custom logic when I convert to modern rendering?</li> <li>• Will my custom survey logic/theme work in modern rendering?</li> </ul>
<p><b>Case Management</b></p>	<ul style="list-style-type: none"> <li>• How do I design a closed loop case management program?</li> <li>• How do I design workflows?</li> <li>• What is the best way for us to implement roles and permissions for case management users?</li> <li>• What are the programming considerations to incorporate case management data into a survey?</li> </ul>

## 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](http://www.verint.com/adviceLine) explaining the topic you want to discuss. 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® is a global leader in Actionable Intelligence® solutions with a focus on customer engagement optimization, security intelligence, and fraud, risk and compliance. Today, more than 10,000 organizations in 180 countries – including over 80 percent of the Fortune 100 – count on Verint solutions to make more informed, effective, and timely decisions.


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