

Verint Business Managed Services

Verint® Business Managed Services™ can help you accelerate adoption and maximize the benefits of your Verint solutions to achieve your goals for increasing revenue, decreasing cost, and enhancing customer loyalty.

These practical services provide you with a team of experts to help you bridge from vision to execution with specific, measurable business outcomes. Each service combines focus area analysis, business trend reporting, change management reporting, and opportunity and benefit analysis, and includes three major components:

- **Program Management** — An assigned Verint consultant is your single point of contact to manage your service, helping you stay on track to achieve your business goals. Working closely with you, he or she will provide ongoing assessments through status calls, executive briefings, and quarterly business reviews.
- **Business Insights** — Using customer-focused metrics, Verint consultants deliver ongoing and ad hoc reporting, analysis, and recommendations that encompass your people, processes, technology, and more — all designed to help you to increase revenue, decrease costs, and enhance customer loyalty.
- **Operational Management** — Verint consultants provide proactive services and analysis, adapting your Verint solution to maintain alignment to your changing business practices and initiatives. Typical actions include refinement of triggers, model validation, survey maintenance, and category tuning.



Verint Business Managed Services can help you maximize business benefits from your Verint solutions, enabling your staff to focus on your core business, rather than tools and technology.



Key Benefits

- Helps ensure your Verint investment delivers the expected value.
- Helps accelerate time to value.
- Provides clear governance that can yield business benefits.

Get the Most from Your Verint Solutions

Designed to help you gain deeper value from your Verint solutions*, Verint Business Managed Services include:

Speech Analytics Managed Services

These services can help you gain greater business insight from insight from Verint Speech Analytics™, discovering the “who, what, and why” of issues to drive operational change. They include periodic updates to the speech dictionary, phonetic tuning, and incorporation of brand-specific terms. Focus areas may include:

- Cost to serve • Contact avoidance
- Operational effectiveness • Customer effort
- Sales effectiveness • Customer satisfaction

Enterprise Feedback Management Managed Services

These services provide recurring, in-depth analysis and insight into key drivers of cost and customer satisfaction, and can help quickly surface changes in customer and employee engagement using your Verint Enterprise Feedback Management™ solution. They can help your organization develop a centralized hub for detecting, gathering, analyzing, and acting on insights from customer and employee surveys. Focus areas may include:

- Customer / employee satisfaction and loyalty
- Product launch • Customer service interaction
- Sales effectiveness

Desktop and Process Analytics Managed Services

These services provide desktop process analysis, process guidance, and industry-specific advice for your Verint Desktop and Process Analytics™ solution. They offer visibility into the activities and processes of employees — aspects of customer service operations to be tracked, measured, analyzed, and refined — to help your business improve efficiency, reduce costs and liability, and enhance the customer experience. Focus areas may include:

- Payment card industry (PCI) compliance • Recording tagging
- Workforce management adherence • Guidance prompting
- Process analysis • Data propagation

Workforce Management Managed Services

These services use your Verint Workforce Management™ solution to help reveal changes in customer contact patterns and employee behavior. Through daily, in-depth analysis, they can provide insight into key drivers of cost and customer satisfaction, and can help you more precisely align key performance indicators and service-level targets for your contact center, back office, or branch. They can also help you plan more effectively for seasonality or changes in your business. Focus areas may include:

- Cost to serve • Forecasting accuracy
- Operational effectiveness • Scheduling efficiency
- Capacity impact analysis

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.

* The appropriate Verint solutions are prerequisites for these services.



Verint. Powering Actionable Intelligence®

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