

# Verint Engagement Management

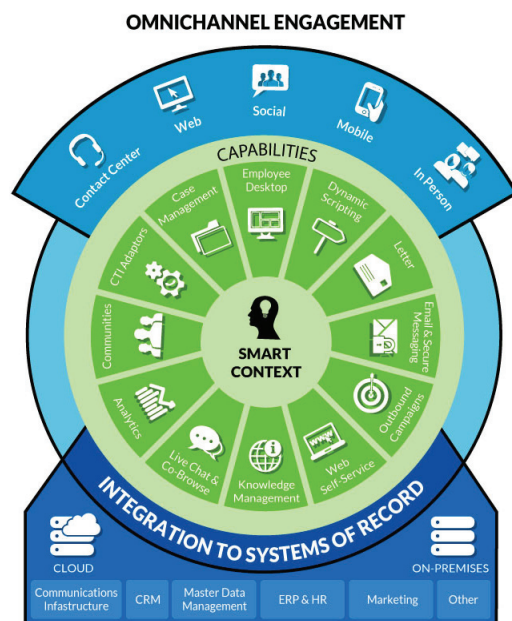
Organizations are under enormous pressure to retain current customers and attract new ones. Since every interaction offers the opportunity to build customer loyalty, it's important to engage with customers in a meaningful way across all channels – and to provide differentiated service that helps build customer loyalty and a leading brand.

Verint® Engagement Management™ is a unified platform for knowledge management, process management, case management, mail management, live chat, co-browse, social listening and analytics, and social community. It provides a holistic approach to customer service by combining knowledge, process, data, and channels into a unified application. It can give your organization strength and depth in its customer service capabilities and help you deliver an exceptional experience to customers on all channels across the globe.

## Transform Customer Service

Verint Engagement Management provides a unified desktop that combines disparate systems and applications into a single interface. More than a mashup, it can use customer context to intelligently present only necessary data at each step in the process, eliminating the need for toggling between screens. Industry-leading dynamic case management helps guide employees through complex processes step by step, tracking progress according to goals.

Integrated knowledge management presents help and guidance to employees and customers. By leveraging contextual information such as customer profile, product, and issue, the solution can present knowledge proactively and personalize it to the user's needs. A centralized knowledge base optimized with context helps improve the quality, speed, and consistency of service interactions across channels. Customers and staff can move between channels seamlessly, while the solution maintains a full history of interactions to provide a complete view of the customer during the same visit or subsequent visits.



Verint Engagement Management combines channels and capabilities to help organizations personalize the customer experience.



## Key Benefits

- Integrates knowledge, data, process and channels.
- Combines disparate applications into a single screen.
- Helps improve customer satisfaction with personalized, consistent, and contextual service.

## Stand Out from the Crowd

Verint Engagement Management can help your organization derive insight from customer interactions and adapt accordingly. It helps provide insight into your customers' experiences through a series of dashboards and reports highlighting sentiment, volume, and outcome of interactions. Its Visual Report Designer allows you to build additional reports to quickly measure and track other metrics. Business-friendly administration tools can enable you to quickly take action on this feedback to improve the customer experience.

Verint Engagement Management also features a rich suite of tools for modeling processes, cases, forms, and data flows; defining dynamic scripts; and designing, loading, and automatically running tests and debugging. The solution can be delivered in the cloud, on-premises, as managed services, or as a hybrid, giving you total flexibility in deployment and helping you achieve the lowest cost of ownership and a quick return on your investment.

Verint Engagement Management includes Smart Engagement™, which can route, queue, and assign any piece of work to the most appropriate employee no matter from which channel

it originates, maximizing specific employee skills and the likelihood of first contact resolution. The solution can easily integrate with other enterprise applications and is highly scalable to support large contact centers. It also includes multilingual capabilities for global organizations.

## Verint Engagement Management — Part of the Verint Customer Engagement Optimization Portfolio

Verint Engagement Management is part of a patent-protected portfolio of customer engagement optimization solutions that help organizations enrich customer interactions, improve business processes, and optimize their workforces to enhance loyalty, increase revenue, mitigate risk, and manage operational costs.

## 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 improve enterprise performance and make the world a safer place. Learn more at [www.verint.com](http://www.verint.com).


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