

Verint Express Call and Case Management

The phone is a frequently used channel for customer contact because it's quick, convenient, and familiar. But it's also the most expensive form of contact and can be time-consuming for employees. To help expedite phone-based service, it's important to provide your staff with relevant customer information quickly, so they can work efficiently and deliver more helpful and personalized service.

Verint® Express Call and Case Management™ is a comprehensive, easy-to-use application that can help provide employees with access to complete, succinct customer information, helping them handle phone interactions faster and more cost effectively. This cloud-based customer service software can present customer information on an adaptable, user-friendly interface that can automatically suggest relevant knowledge base content, helping your staff deliver rapid, personalized service with fewer mouse clicks.

When employees accept calls or open cases, the solution can automatically present information pertaining to the context of the interaction. Customer profiles, contact histories, and relevant data from back-office and other external sources can be integrated into this view, facilitating efficient, highly personalized experiences.



Verint Express Call and Case Management can display relevant customer information in a single view to help employees provide more efficient service.



Key Benefits

- Helps deliver high-quality, quick, consistent, and personalized customer service.
- Consolidates relevant customer data and contacts into a unified employee desktop.
- Helps increase employee effectiveness and customer satisfaction.
- Displays data and processes from disparate systems.
- Provides a cloud-based solution for faster, more cost-effective implementation.

Deliver Omnichannel Service

Verint Express Call and Case Management supports omnichannel service by enabling employees to view and process interactions started in other channels. It can even provide their response using a different channel, all from within the original contact record. If employees are unable to answer customers' questions immediately, they can request assistance from another department or employee, or the contact can be reassigned to another team for completion.

Extend Your Benefits with Other Verint Express Solutions

Verint Express Call and Case Management is an optional part of Verint Express™ — a comprehensive, modular suite of cloud-based customer service software specifically designed for midsize businesses and organizations. Reporting and analytics functionality is included with Verint Express, offering insights into call and case metrics and KPIs, along with other related data such as handle times, resolution rates, and the use of your knowledge base. Also included is an API that can enable integration with external systems, allowing relevant information from ACD, IVR, and back-office systems to be displayed in the employee desktop or customer portal, helping you further personalize customer service.

Verint Express also offers optional capabilities for email management, whitelist management, outbound campaigns, web self-service, live chat, and virtual assistant. Since these solutions share the same user interface, knowledge base, and analytics — and integrate seamlessly — you can easily expand the scope and coverage of your contact

handling capabilities, enable customers to help themselves, and empower employees to work with customers and cases across all channels.

Benefit from a Cloud-Based Solution

Verint Express Call and Case Management is a cloud-based SaaS solution, which offers functionality and data security comparable to or better than traditional on-premises deployments while helping to reduce start-up times and costs and simplify system administration. As a cloud-based solution, Verint Express does not require any on-premises hardware or software installation, which can reduce the time-to-value for your project.

Verint Express Call and Case Management — Part of the Verint Customer Engagement Optimization Portfolio

Verint Express Call and Case 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.

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.


Americas

 info@verint.com

 1-800-4VERINT


Europe, Middle East & Africa

 info.emea@verint.com

 +44(0) 1932 839500

Asia Pacific

 info.apac@verint.com

 +(852) 2797 5678

 verint.com

 twitter.com/verint

 facebook.com/verint

 blog.verint.com

Unauthorized use, duplication, or modification of this document in whole or in part without the written consent of Verint Systems Inc. is strictly prohibited. By providing this document, Verint Systems Inc. is not making any representations regarding the correctness or completeness of its contents and reserves the right to alter this document at any time without notice. Features listed in this document are subject to change. Not all functionality is available in all configurations. Please contact Verint for current product features and specifications. All marks referenced herein with the ® or TM symbol are registered trademarks or trademarks of Verint Systems Inc. or its subsidiaries. All rights reserved. All other marks are trademarks of their respective owners. © 2016 Verint Systems Inc. All Rights Reserved Worldwide. 01.2016