

Verint Express Email Management

Customers expect your organization to deliver quick, reliable, and consistent responses to their email messages. But as the volume of email increases and sudden spikes occur, it's easy to lose oversight of email traffic — and the quality of your responses may suffer as a result.

Verint® Express Email Management™ can help you streamline and accelerate email management. This cloud-based software can route each contact to the correct department, automatically suggest answers, and help ensure uniform service levels.

With Verint Express Email Management, your employees can handle email queries faster and more consistently, with less time spent on rework and follow-up. The solution's integrated, unified employee desktop can automatically present customer profiles, contact histories, and relevant data from your back office and other external sources. It can even suggest relevant knowledge base content automatically.

With a single click, employees can include relevant knowledge items in their responses, helping your staff deliver rapid, personalized responses with fewer mouse clicks.



With Verint Express Email Management, you can manage email more consistently and effectively while driving a better customer experience.



Key Benefits

- Helps ensure the quality, consistency, and timeliness of email interactions.
- Drives employee effectiveness and customer satisfaction.
- Provides a cloud-based solution for faster, more cost-effective implementation.

Deliver Omnichannel Service

Verint Express Email Management can support omnichannel service by enabling employees to view and process interactions started in other channels and even provide their responses using a different channel, all from within the original contact record.

If unable to answer customers' questions immediately, employees can request assistance from other departments or staff, or the contact can be reassigned to another team for completion. Configurable templates (including salutation, closing, and variable data) and an intuitive editor enable employees to create personalized responses while helping ensure the quality and uniformity of outgoing emails. Better still, the solution can help ensure that emails aren't missed and can constantly monitor service levels against your SLAs.

Extend Your Benefits with Other Verint Express Solutions

Verint Express Email Management is an optional part of Verint Express™ — a comprehensive, modular suite of cloud-based customer service software specifically designed for midsized businesses and organizations. Reporting and analytics functionality is included with Verint Express, offering insights into email management 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 whitemail management, call and case 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 Email 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 Email Management — Part of the Verint Customer Engagement Optimization Portfolio

Verint Express Email 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.

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