

Verint Express Reporting and Analytics

To manage and plan your customer contact operations effectively, you need to analyze workloads, issues, customer satisfaction, and overall performance.

Verint® Express Reporting and Analytics™ can enhance service management by providing you with more insight into, and control over your customer contacts. This proven solution can help you answer common questions, such as:

- “How are we doing?”
- “In which areas are we successful?”
- “Which leave something to be desired, and why?”
- “Which product or service generates the most queries, and why?”
- “Who responds to these queries, and how long does it take?”

Verint Express Reporting and Analytics helps you quickly and easily focus on areas of interest. Its easy-to-use and intuitive interface provides rapid results and helps you make better decisions about the development of your business. At-a-glance performance measurement means you can quickly investigate areas of interest to you.

The solution’s robust reporting capabilities provide analysis for all the management levels in your organization — from team leaders performing service-level performance benchmarking to senior managers developing future strategy. Each report offers comprehensive filter and selection options, and data can be exported to Microsoft Excel® with a single mouse click.



Verint Express Reporting and Analytics provides rapid results and helps you make better decisions about the development of your business.



Key Benefits

- Gain more insight into the performance of your business.
- Monitor, control, and develop your services with meaningful yet rapid analysis.
- Review your operations, from departments and employees to segmented customer groups.
- Report on activity across all contact channels.
- Facilitate strategic planning and operational review.

Real-Time Insights

Verint Express Reporting and Analytics includes a sophisticated and flexible dashboard of key performance indicators (KPIs) that provide real-time insight into the status of each department and employee. The solution displays variations in performance and service levels while interrogating the underlying data, and identifying root causes and solutions.

Reporting and Analytics is included as standard in all Verint Express implementations. It uses the operational data in the Verint Express database to provide a powerful business intelligence framework, with easily accessible data that allows you to extract and report on information very quickly.

Extend Your Benefits with Other Verint Express Solutions

Verint Express Reporting and Analytics is a standard part of Verint Express™ — a comprehensive, modular suite of cloud-based customer service software specifically designed for midsize businesses and organizations. 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 offers optional capabilities for email management, whitelist 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 Reporting and Analytics 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 Reporting and Analytics — Part of the Verint Customer Engagement Optimization Portfolio

Verint Express Reporting and Analytics 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® 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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