

Verint Mid-Market Group

Adtech Global and Verint® have joined forces to bring Verint's market-leading, unified workforce optimization solutions to mid-sized contact centers. We share a vision of enabling organizations to capture, evaluate, manage and analyze customer interactions.

Below are **frequently asked questions** associated with Verint's acquisition of Adtech Global.

- **What is the Verint Mid-Market Group?**

The Verint Mid-Market Group is dedicated to serving contact centers with licensing needs of 500 or fewer named users. With new product packages designed specifically for mid-sized contact centers, we can help you easily invest in our market-leading, unified workforce optimization solutions.

- **What is different about the Verint Mid-Market Group?**

The Verint Mid-Market Group is dedicated to assisting mid-sized contact centers with all your business needs. We have developed streamlined product packages, with deployment in the cloud or on-premises, to suit needs that include the most requested features from Verint Workforce Optimization™, Verint Quality Management™, and Verint Workforce Management™.

- **Are there different product offerings the Verint Mid-Market Group can provide?**

Yes, the Verint Mid-Market Group has developed streamlined product packages — Essential and Professional. These packages include the most commonly requested features for Verint Workforce Optimization, Verint Quality Management, and Verint Workforce Management. Contact your Verint Mid-Market Group representative to learn more.

- **Can you help me with implementation or managed services for the new product offerings?**

Yes, the Verint Mid-Market Group has simplified and comprehensive fixed-price implementation packages and optional managed services offerings to assist you with your business needs. Contact your Verint Mid-Market Group representative for more information.

- **We need more than 500 named users, will we continue to work with the Verint Mid-Market Group?**


The Verint Mid-Market Group focuses on assisting contact centers that have 500 or fewer named users. If your contact center has more than 500 named users we will transition you to work with one of our experts on the Verint Enterprise team, whose sole focus is to assist large contact centers.

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.


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. © 2017 Verint Systems Inc. All Rights Reserved Worldwide. 04.2017