

Verint Government Knowledge Management

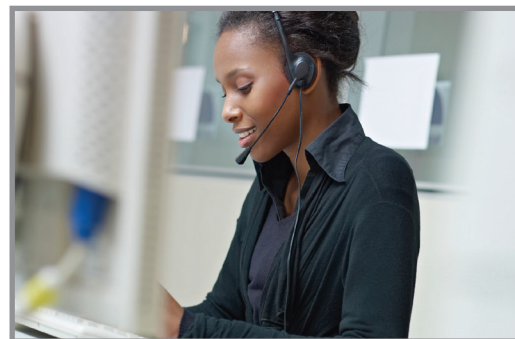
Many knowledge management engines deliver query results based on the handful of words users choose to type. But, in reality, users typically type only one or two words. Instead, the context of who they are and what they are trying to do can help get the right answers more quickly.

Verint® Government Knowledge Management™ is a highly scalable solution that uses context to help deliver the right knowledge to employees in the contact center and back office and to citizens through self-service. It can give your employees the tools they need to provide exceptional service while helping you increase first contact resolution, improve the consistency and quality of answers, enhance compliance with regulations and organizational processes, and reduce agent training time.

More than Just Search

While search is a critical component to any knowledge management system, users can benefit from a variety of mechanisms to find answers. Verint Government Knowledge Management allows searches via keywords, natural language, Boolean queries, and parametric inputs, but also can provide browse trees, bookmarks, guided process flows, and contextual knowledge based upon the question and customer profile. As a result, users can find knowledge in a way that suits their needs.

When searching, users can access knowledge base articles, community forums, uploaded documents, and external indexed content. They can search for content in multiple languages or switch languages midway through a process. Contextual information, such as customer type, location, and services provided, is used to filter the search and provide personalized results. Context-based search can even be triggered automatically to offer users the right information at the right time, often without the need to type a search query. This capability can help increase adoption, reduce the time to find the correct answer, and improve the overall customer experience.



Verint Government Knowledge Management uses context to personalize the delivery of knowledge to citizens and employees.



Key Benefits

- Helps improve productivity, handle time, and first contact resolution.
- Helps reduce call volume by up to 50 percent through self-service knowledge.
- Enables access to relevant information automatically when needed to help reduce training time for employees on the front line and in the back office.
- Helps shorten time between discovered issues and published solutions.
- Delivers rich knowledge – including video, multimedia, and HTML – for a wide variety of user types, languages, and communication channels.

Support for Complex Issue Resolution

Verint Government Knowledge Management uses dynamic scripting to guide users through complex issues by asking a series of questions to help narrow their focus. A rich, interactive script designer allows business users to create these script flows visually. Because some issues are too complex to be answered by a single knowledge base, the solution can search for answers in external sources, such as websites and file systems.

Easy Authoring and Insightful Reporting

To help authors draft new content easily, Verint Government Knowledge Management provides a variety of templates and an intuitive rich text editor. Its robust workflow routes the content item through the appropriate approval processes before publication. Once the content item has completed the review process, it can be instantly published and available. This real-time indexing can eliminate the need to index large volumes of content at any one time.

Verint Government Knowledge Management capabilities can be used across channels to resolve issues within the organization or by citizens through self-service. As part of an omnichannel solution, this capability can provide users with consistent answers regardless of their communication method. Verint Government Knowledge Management provides a robust entitlement system that allows authors to tag articles or portions of articles for the appropriate audience. Going further still, the solution can even collect feedback and provide ratings on the content, helping you determine which content is most relevant and useful.

It's important to understand how your knowledge content is being used so that you can drive a program of continuous improvement. Verint Government Knowledge Management includes a suite of reports that can tell you what articles are being used and by whom. With groupings by team and user type, you can also see user ratings of knowledge articles, and the most common and average number of articles used to resolve an issue. The reports can also help you identify gaps in your knowledge content so you know where to focus your authors' efforts.

Verint Government Knowledge Management – Part of the Verint Customer Engagement Optimization Platform

Verint Government Knowledge Management is one of many solutions in the Verint Customer Engagement Optimization Platform that help organizations enrich customer interactions, improve business processes, and optimize their workforces to improve operational efficiency, meet customer and employee satisfaction goals, and achieve regulatory and budget compliance.

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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