

Verint Knowledge Management

Many knowledge management engines emphasize queries – 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 be a valuable resource for finding answers.

Verint® Knowledge Management™ is a highly scalable solution that uses context to deliver the right knowledge to users in the contact center and to customers through self-service. It can give your agents 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 company 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 Knowledge Management allows searches via keywords, natural language, Boolean queries, and parametric inputs, but also provides browse trees, bookmarks, guided process flows, and contextual knowledge. As a result, users can find knowledge in a way that suits their needs.

When searching, users can access knowledge base content, 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 products owned, 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 Knowledge Management uses context to personalize the delivery of knowledge to customers and employees.



Key Benefits

- Delivers rich knowledge for a wide variety of user types, languages, and communication channels.
- Helps reduce call volume by up to 50 percent through self-service knowledge.
- Helps reduce average handle time while improving response accuracy.
- Helps reduce employee training time by delivering relevant information automatically when needed.

Support for Complex Issue Resolution

Verint Knowledge Management provides 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.

To help authors draft new content easily, Verint 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 Knowledge Management capabilities can be used across channels to help resolve issues within the contact center or by customers through self-service. This omnichannel capability can provide users with consistent answers regardless of their communication method.

Verint 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.

Verint Knowledge Management – Part of the Verint Customer Engagement Optimization Portfolio

Verint Knowledge Management is part of a 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®

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