

Verint Knowledge Management Services

Knowledge management (KM) systems are critical for helping organizations deliver superior service in today's omnichannel environment. But to realize the full potential of your investment, it's helpful to look beyond the system itself and consider all aspects of a KM program, including a clearly defined strategy and continued focus on quality and improvement.

Verint® Knowledge Management Services apply proven methodologies to help you get maximum return on your KM investment. Delivered by our experienced consultants as separate, optional engagements, the services include:

- **Knowledge Management Strategic Blueprint** — This engagement is focused on designing or refining a strategic plan and roadmap to help align your KM program with your long-term business goals.

After an initial kickoff meeting, Verint will work with you to identify your key objectives and define the scope of the assessment. Next, we'll interview support representatives and evaluate your current environment to gain a deeper understanding of your organization, including current KM tools, content sources, metrics, and more. We'll summarize our findings in a current state analysis and identify strengths, weaknesses, and areas of opportunity.

Based on our findings, we will develop a KM strategic framework for achieving your business objectives and provide a prioritized list of improvement opportunities that clearly links KM actions to business value. We'll also recommend a roadmap that presents a comprehensive strategy and a go-forward approach to help you achieve success and foster a greater return on your technology investments.



Verint Knowledge Management Services help you drive optimal value from your investment in knowledge management solutions.



Key Benefits

- Provides practical, actionable insights to help you drive successful outcomes and realize even greater business value from your knowledge management investment.
- Helps you develop and sustain an impactful knowledge management program that reflects best practices and organizational goals.
- Measures the effectiveness and quality of your existing knowledge management initiatives.



Verint Knowledge Management Services can help your organization develop and sustain a knowledge management program that reflects best practices and organizational goals.

- Knowledge Management Health Check** – This engagement is a targeted, comprehensive service to measure the effectiveness of your existing KM program from a variety of aspects, including user experience, content quality, KM system features and capabilities, and KM program governance and metrics.

The engagement starts with a kickoff meeting to identify business objectives, participants, key stakeholders, and the scope of effort. Then, Verint experts will perform a thorough business discovery to help identify key issues, goals, and perceived gaps in your knowledge management program.

To better understand the user experience, we will survey your support representatives and analyze your content using standard KM industry best practices. The results help us prioritize the search and content issues that need to be addressed first to deliver immediate benefits to users.

Digging deeper, we'll analyze your overall KM program and system to determine how effectively key features and best practices are being adopted in your organization. We conduct all of our assessments in parallel and then combine the findings to create a health scorecard showing strengths and opportunities for improvement. The health check also provides prioritized recommendations to help you focus your KM improvement activities and deliver a better user experience.

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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