Solution Options for the Mid-Market

Verint® offers a variety of options for its workforce optimization, workforce management, and quality management solutions for the mid-market. Available for an additional fee, these products and services can be added on an a la carte basis to help you achieve even greater value from your investment.

Services Options

The following optional services are available for our essential and professional packages:

FlexAssist	Delivers a customized, timely remote consulting experience, enabling you to choose the assistance you need, when you need it. With FlexAssist, you purchase a block of time from Verint Consulting Services and use it ad hoc as the need arises.
Post Implementation Review	Helps your organization transition from "new user" to "power user" by reviewing how your Verint solution is impacting your day-to-day business — including leveraging its capabilities effectively. This typically occurs six months after initial training.
Business Needs Assessment	Reviews your current contact center environment and offers tactical recommendations based on industry best practices and unique business models.
Cutover Support	Offers remote support after the deployment of contact center software and before the transition to traditional technical support, to guide you through the process of going live and consolidating existing systems.
First Day of Business Support	Provides on-call, technical resources with prior knowledge of your Verint system, for rapid resolution if problems arise during the first business day of use.
LDAP Integration	Integrates the Verint system into your organization's Active Directory for easy log-on purposes.
SSO Integration	Configures your internal systems for single sign-on utilizing agents' Windows® credentials to automatically log them into the application. This service includes LDAP integration.
Additional Licenses	Helps your organization respond quickly to staff increases in its contact center.
Additional Training and Consulting	Offers personalized training and consulting with a Verint expert, either remote or on-site.

VERINT®

Product Options

The following optional products are available for our professional packages:

Blended Media	Provides the ability to schedule customer service employees across multiple media channels, including email, chat, and phone, to deliver a more cohesive customer experience.*
Outbound Dialer	Integrates and tracks outbound dialer campaigns through your application.*
Additional WFM Adapters	Integrates external sources such as CRM, HR, payroll systems, agent sync information, etc.*
Data Center Redundancy	Provides redundancy for the data center layer of the application (database and application server). This is separate from any planned SQL redundancy and does not include recorder redundancy or high availability (HA) of application servers.
Mobile App	Enables agents to access the WFO and WFM applications on their phones with a one-time cost to set up the mobile app feature.*
Mobile Gateway Server	Allows agents to access systems via mobile application, outside of the internal network. Requires the Verint Mobile App.*
Analytics-Driven Quality	Adds analytics functionality and out-of-the-box reporting to existing Verint Quality Management™ and Coaching™ solutions, helping you automate quality assurance while identifying the types of calls that may be the most important.
Desktop Analytics	Helps address data privacy requirements while capturing employee desktop activity and providing real-time guidance on next best actions across different systems, applications, and processes.
Speech Analytics	Provides sophisticated conversational analytics to automatically identify, group, and organize the words and phrases spoken during calls into themes, helping to reveal rising trends and areas of opportunity or concern.
Knowledge Management	Provides a highly scalable solution that uses context to deliver the right knowledge to users in the contact center and to customers through self-service.

Available for Verint Workforce Management™ and Verint Workforce Optimization™ professional packages

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	**Europe, Middle East & Africa**	**Asia Pacific**
✉ info@verint.com	✉ info.emea@verint.com	✉ info.apac@verint.com
☎ 1-800-4VERINT	☎ +44(0) 1932 839500	☎ +(852) 2797 5678

🖥 verint.com	🐦 twitter.com/verint	f facebook.com/verint	📶 blog.verint.com

VERINT®