

Verint Mid-Market Solutions Overview

At Verint®, we understand that your success depends on solutions that are proven, practical, and flexible — no matter the size of your contact center. That's why we're offering product packages to help you bring our market-leading, unified workforce optimization solutions to mid-sized contact centers.

Designed specifically for contact centers with 500 or fewer named users at a single site, our packages include:

- Aggressive presales support through product demos, simplified pricing estimates, and quick turnaround on SOWs
- Streamlined product packages, including the most commonly requested features for Verint Workforce Optimization™, Verint Quality Management™, and Verint Workforce Management™
- Ability to add features when needed
- Deployment in the cloud or on-premises
- Simplified, yet comprehensive fixed-price implementation
- Optional managed services offerings

Verint's product packages can help you deliver a higher level of value to your customers while increasing margins for your sales teams. And when you recommend Verint to your customers, you can be confident that you're offering a safe, reliable choice that can help meet the changing needs of their business.

Industry Accolades for Verint Workforce Optimization

- Leader in 2016 Forrester Wave: Workforce Optimization Suites, Q3 2016 report
- Top "Hot Vendor," Ventana Research's 2016 Value Index for Workforce Optimization
- CRM's "Service Winner" recognition for Workforce Optimization Suite; nine consecutive years (2008-2016)
- Gartner Magic Quadrant for Customer Engagement Center Workforce Optimization; "Leader" rating for eight consecutive years

Benefit from Streamlined Product Packages Priced to Compete



Verint provides industry-leading solutions, enabling you to offer customers proven products with robust functionality. In addition, we aim to exceed expectations with the level of service provided to you. From start to finish, we want to walk alongside you to offer your customers the power of these solutions:

- **Verint Quality Management** – Helps contact centers move away from random call sampling by efficiently selecting and evaluating large numbers of interactions across business channels based on business relevance, employee performance, and customer input.
- **Verint Workforce Management** – Provides an easy-to-use, web-enabled solution that helps simplify the complex task of staff forecasting and scheduling, without the expense and administrative burden of thick-client solutions.
- **Verint Workforce Optimization** – Enables organizations to capture interactions and manage the performance of employees, so they can make better, faster, and easier decisions.

Because this functionality all works together, it can provide your customers greater insight into workforce performance, customer interactions, customer service processes, and customer loyalty than they might receive from disparate systems and applications.

Find out how you can offer your customers the industry's most unified, mature workforce optimization platform, with best-of-breed functionality, simplified system administration and maintenance, intuitive interfaces and navigation, and reduced total cost of ownership. Contact your Verint Mid-Market representative to learn more.

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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