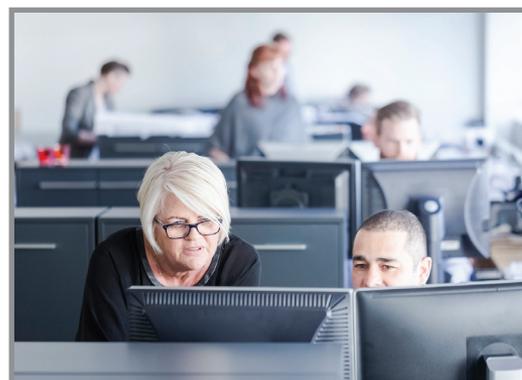


Verint Process Assistant

Many organizations have customer service and back-office operations that require employees to execute processes spanning multiple applications and follow specific business rules and organizational policies. Often, it's necessary for employees to re-key data from one system to another, and they may struggle to maintain their expertise across legacy applications, keeping up with rapidly changing competitive and regulatory requirements, new processes, and other requirements.

Verint® Process Assistant™ can help employees complete tasks faster and more accurately by providing guidance and automation wizards that overlay applications, showing staff exactly what to do, preventing them from proceeding in some situations, and even performing the work for them in others. This practical solution can help free your organization from complex application integrations, ongoing training for infrequently used processes, and some of the drawbacks of increasing skill specialization.

With Verint Process Assistant, your organization can benefit from a rapid, low-cost approach that can help you avoid delays and inefficiencies, costly errors, exposure to risk, and compliance violations.



Verint Process Assistant can help employees accurately complete complex tasks by providing on-screen guidance or completing processes for them.



Key Benefits

- Offers “show me” functionality that animates the sequence of steps to be completed for a process, reducing the need for continuous training on processes that are performed infrequently.
- Provides guidance scripts with useful information for employees while they are completing a process.
- Supports learning new processes with confidence by automatically blocking incorrect actions and preventing mistakes.
- Helps enhance quality by executing tedious, error-prone portions of processes automatically, such as changing addresses or updating account records, reducing or eliminating the need to manually rekey data into multiple systems.
- Decreases in-house or outsourced workforce expenses by automating some of the steps, reducing the time needed to complete each task and increasing production.

Put Employee Effort to its Best Use

Verint Process Assistant can help your organization augment the user experience in one or more applications to make completion of tasks faster, easier, more accurate and compliant. A powerful yet intuitive authoring module makes it possible for business users to create and edit guidance scripts. Advanced features in the author module can be leveraged by users with greater technical expertise to extend wizards with more complex logic including data access via web services calls, Python, VisualBasic and Sequel scripting capabilities.

Apply Automation for Efficiency

The solution's guidance scripts can help employees complete tasks quickly and accurately, even for critical tasks that aren't performed frequently enough for staff to maintain competence. For tasks that have traditionally involved extensive manual data entry, automation can be added to help greatly speed up completion and reduce errors. If the same information needs to be entered into several different applications to set up a new customer account, for example, Verint Process Automation can be used to

automate data entry and present a guidance script to the user. Scripts can provide field validation, and can also be set up to prevent a user from proceeding.

Verint Process Assistant can read and write documents in a variety of formats, including Microsoft Excel, Microsoft Word, PDF, and other formats. Built-in OCR capabilities allow it to read text from graphic objects. Guidance and automation scripts can be generated and maintained centrally and automatically distributed to employee desktops. The solution maintains statistics about usage and completion of tasks so that administrators can review and make updates as needed.

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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