Verint User Validation Service

It's that final step. Your software deployment project is almost complete and it's time to test the solution. But how? Testing involves more than proving a system works. There are many steps to the process, and one that is missed all too often is among the most crucial — user validation.

The Verint® User Validation Service™ is designed specifically to help you validate your Verint solution against real-world requirements.

Delivered with our experts, this practical service focuses on how the Verint solution works in your technical environment with a subset of actual users from your organization. Based upon the results, we can make final adjustments before the solution goes live, helping to ensure your solution can handle the tasks intended.

Unlike quality assurance testing, in which developers look for technical deficiencies in the software, the User Validation Service is focused on validating whether your new solution addresses your business requirements in a way that makes sense for your users. It's a smart approach that can help facilitate a smoother rollout, greater user satisfaction and adoption, and a faster return on your Verint investment.

The Verint User Validation Service can help drive faster, smoother software deployments that can deliver a quicker return on your investment.

Key Benefits

- Helps ensure that system functionality is tightly aligned with business requirements prior to full deployment.

- Incorporates employee feedback into planning, which can facilitate quicker adoption of your solution.

- Helps you anticipate and resolve potential problems proactively, which can lead to faster, smoother, and more cost-effective deployments.

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Get the Most from Your Verint Solutions

Working closely with your organization, Verint experts will help match your day-to-day business scenarios with user validation tests. We'll also help identify an appropriate set of end users within your organization to review the set-up, configuration, implementation, readiness, and perceived benefits of the system to your business.

The Verint User Validation Service is delivered in multiple phases, including:

- **Planning** — A Verint expert will work closely with your organization to refine the user validation tests by defining the scope of testing, identifying who will conduct it, and determining how issues will be logged.

- **Building** — Members of our team will collaborate with you and your Verint subject matter experts to identify users' day-to-day business scenarios, and document them in an application design workbook. We build our plans on "user stories" — accounts and observations of real-life usage from individuals in your organization. Our goal is to ensure your solution reflects actual employee behaviors — and to make the user validation process simple and understandable.

- **Alpha Testing** — Before engaging end users, your Verint resource will conduct a round of testing using the user validation tests to verify everything is set and ready to go. We use this as an opportunity to identify outliers or changes that need to be addressed.

- **Deploying** — Conducted on site by a Verint expert, testing is an iterative process in which your end users complete the steps in the test plan. During this phase, we'll log and track any issues uncovered by your end users, as well as assist in resolving issues that arise.

- **Go Live** — We've installed, we've tested...now what? Let's take it live! Over a three-day period, your Verint resource will be on site, assisting you and helping to provide a smooth rollout into production.

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 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.

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