Verint Web Self-Service

Established organizations are under increased pressure from new, often digital-only competitors, forcing them to transform the way they do business. Web self-service can be a key component of a digital transformation strategy by providing online assistance to customers while simultaneously helping reduce costs.

Verint® Web Self-Service™ brings together knowledge management, case management, process management, and channel escalation into a single solution for providing unique, personalized web self-service experiences. It can help your organization differentiate its brand and stand out from the crowd.

The solution uses knowledge management to provide intelligent and natural language search capabilities for guiding customers quickly through every step of their interactions, from search to resolution. Contextual knowledge management helps ensure that search is processed within the context of the customer's profile, products, and services to deliver responses relevant to each individual.

Verint Web Self-Service can help you reduce customer service costs while accommodating the preferences of customers who prefer to engage with your organization digitally.

Key Benefits

- Helps reduce the cost to serve customers through deflection of issues from the contact center.

- Helps customers obtain information quickly and easily on any device, anywhere, at any time.

- Integrates knowledge management, case management, and omnichannel features to deliver unique, personalized web self-service customer experiences.

VERINT®

Respond Immediately to Customer Needs

Verint Web Self-Service is responsive to the immediate needs of your customers through personalized, contextual processes that can infer customer intent and guide customers accordingly. This includes escalating service interactions to employee assistance in chat or through the option to collaborate and co-browse web pages with staff if difficulties arise.

The solution can continuously gather and process data generated from every web self-service search and service interaction to automatically personalize customer experiences and strengthen context. This information can also help service managers fine-tune the customer experience and optimize processes.

Easily Design Branded Experiences

With Verint Web Self-Service, customers can create new support cases, view the progress of their open cases, and send and receive secure messages. Easy-to-use tools enable you to design web self-service screens that can match the look and feel of your brand. These can be easily integrated with your other enterprise applications to access the information required during customer interactions, helping you provide differentiated and personalized service experiences.

Benefit From Creating Good Customer Experiences

Verint understands that to make online service good for business, you have to make it good for customers. Verint Web Self-Service can help your organization ensure its search functionality is efficient and easy to use. The solution can help customers easily access information about products, view personal account information, and make secure transactions without having to re-key information between purchase and search interactions. By providing a good online experience, you can encourage customers to resolve their issues online and help reduce support costs in the contact center.

Verint Web Self-Service — Part of the Verint Customer Engagement Optimization Portfolio

Verint Web Self-Service is part of a patent-protected portfolio of customer engagement optimization solutions that help organizations enrich customer interactions, improve business processes, and optimize their workforces to enhance loyalty, increase revenue, mitigate risk, and manage operational costs.

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® Systems Inc. (NASDAQ: VRNT) is a global leader in Actionable Intelligence® solutions for customer engagement optimization, security intelligence, and fraud, risk and compliance. Today, more than 10,000 organizations in over 180 countries use Verint solutions to improve enterprise performance and make the world a safer place. Learn more at www.verint.com.

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