

Balancing efficiency with customer demand.

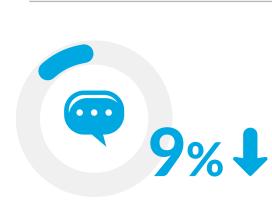
Compared to their traditional counterparts, next-generation back-office organizations can:*

Benefit from ...

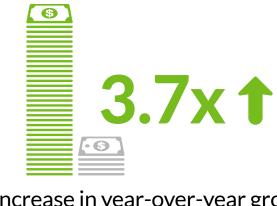


increase in quality servicelevel agreements (SLAs) met

increase in employee productivity



decrease in year-over-year customer complaints



increase in year-over-year growth in annual company revenue

Excel at ...



Integrating front- and back-

office activities and processes.

23% more than others

Acting on voice of the customer data to improve back-office activities and overall customer experience. 100% more than others





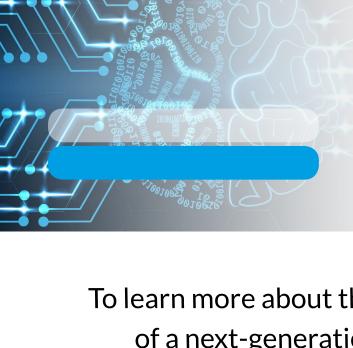


activity data to forecast future workload and resource needs to meet SLAs. 2.3x more than others

Analyzing historical

reporting and dashboards on back-office activities. 2.7x more than others

Leveraging real-time



100% more than others

Implementing

some form of robotic

process automation.

To learn more about the benefits and capabilities of a next-generation back office, read the Knowledge Brief from Aberdeen Group:

The Business Value of a Next-Generation Back Office

*All statistics excerpted from the Aberdeen Group June 2017 Knowledge Briefs: The Business Value of a Next-Generation Back Office The Road to Success: How to Become a "Best-in-Class Back Office" Organization



VERINT.

For more information on the Verint® Workforce Optimization™ suite of solutions for the back office,

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.

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