



Proactive Customer Engagement

Verint helps customers shift to proactive customer engagement through accountable action.

With the latest Verint Enterprise Feedback Management™ enhancements, global organizations can take advantage of sophisticated customer journey tracking to help prioritize and resolve issues that have the highest impact on business metrics and the customer experience.

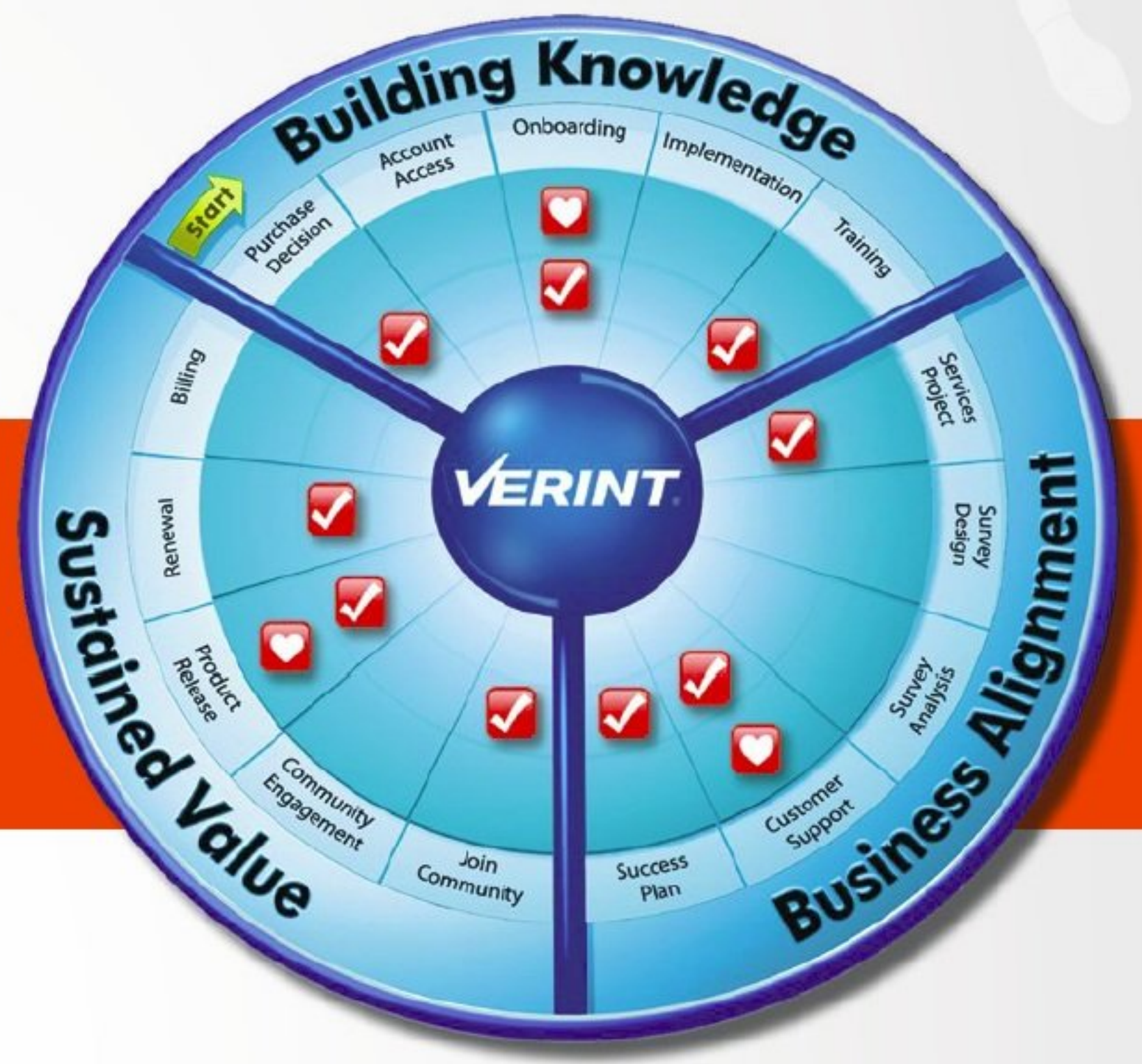


“ Companies see substantial business benefit when they systematically hunt down and eliminate customer experience problems. But eventually they need to stop doing business in ways that create those problems in the first place. When they do, they’ll both cut costs and boost revenues, improving their bottom lines by tens of millions to hundreds of millions of dollars — or more.* ”

— Forrester Research, Inc.

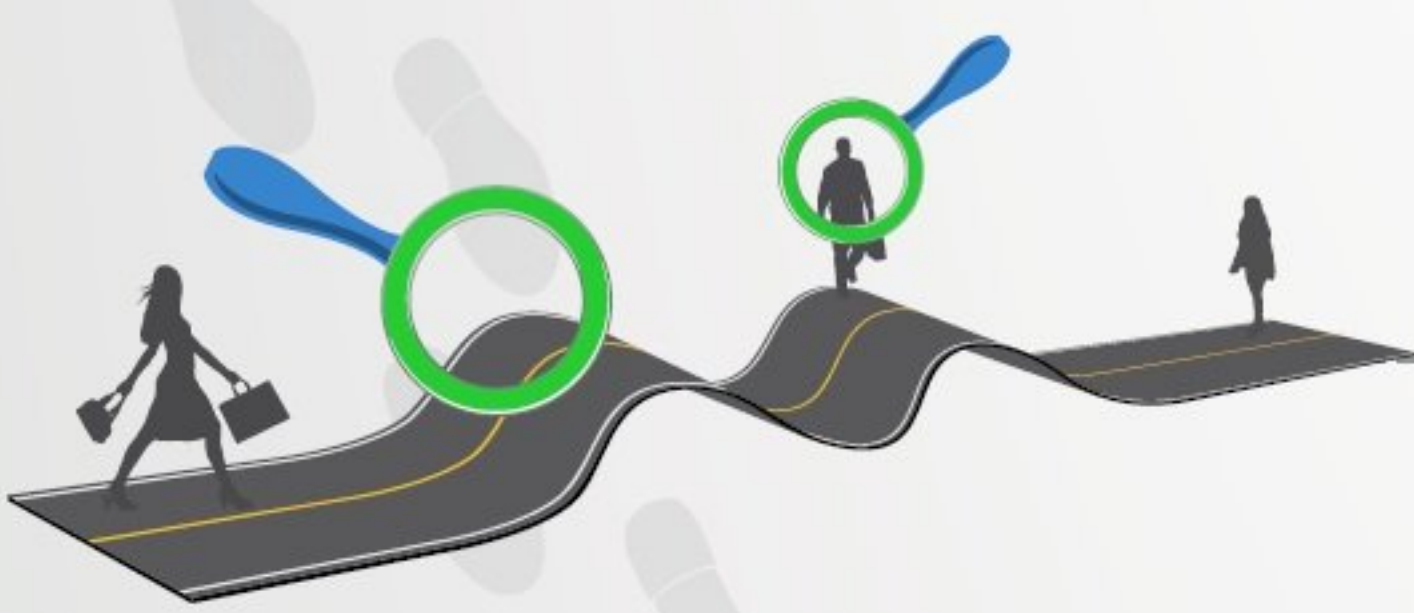
With customer journey tracking and analysis through case management, customers can proactively improve operational processes that impact costs, revenue and the overall customer experience.

Verint EFM Case Management



Open cases automatically based on survey responses.

Take quick action to help resolve customer issues, heighten loyalty, and maximize productivity.



Identify service failures along the customer journey.

Centrally manage an end-to-end process in one location.



Verint EFM Case Management Benefits



Build Customer Trust



Increase Loyalty & Retention



Improve Efficiency

Source:

*Forrester Research, Inc., Transform To An Experience-Driven Organization, May 2012

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