

## Verint Adds AI Orchestration & Enhanced Intelligence

### What's the news?

At its Engage 2026 customer and partner event on June 23, 2026, Verint launched an AI orchestration platform for a hybrid workforce of artificial intelligence (AI) and human agents, along with new workforce, desktop, and quality intelligence capabilities aimed at bolstering desired business outcomes.

The AI orchestration environment, called [Agent Factory](#), enables enterprises to build, configure, and manage AI agents for use within automated customer experience (CX) workflows. As such, Verint customers will be able to use AI agents they've developed alongside any of the many task-specific AI agents Verint offers, with work flowing to human agents as needed. Additionally, Agent Factory features centralized prompt management, the flexibility to integrate external AI models, and enterprise data governance controls provided via Verint's CX Automation Platform.

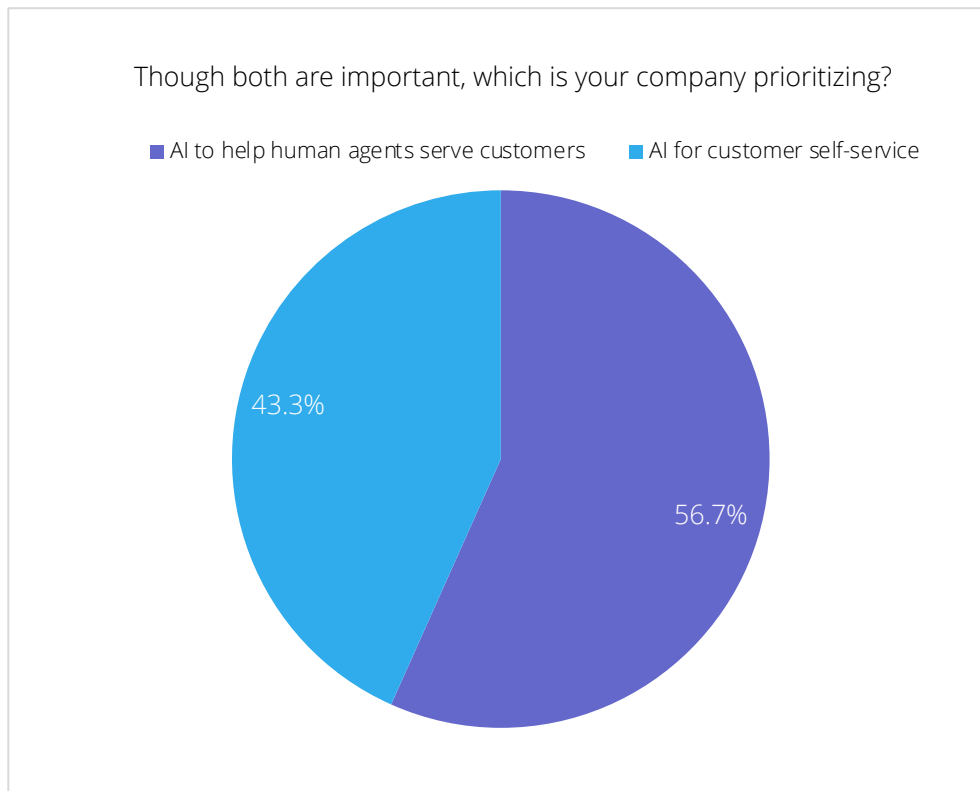
The new [intelligence capabilities](#) build on this AI orchestration framework. They are:

- Workforce Intelligence – Available across Verint's full workforce management portfolio, the enhanced Workforce Intelligence capabilities give supervisors real-time tools for adjusting staffing and task assignments based on in-the-moment conditions and enables them to measure against business outcomes instead of simple schedule adherence
- Desktop Intelligence – Captures agent screen activity across different applications to analyze and map out efficient workflows, uncover shadow processes, and turn unstructured behavior into AI-ready structured data
- Quality Intelligence – Extending Verint Quality Automation, this new intelligence capability connects interaction data with backend system actions to verify that agents properly execute the resolutions they promise to customers

### What do our metrics say?

Nearly all of the 759 participating companies in Metrigy's [AI's Role for Customer Experience: 2026-27](#) global research study say that human and AI agents are working together. Enabling AI's use in assisting human agents as part of the CX workflow is a priority for a slight majority of companies, vs. using AI for self-service.

## MetriNote: Metrics-Based Strategic Advice



### What is Metrigy's take?

In the above-cited *AI's Role for CX* study, Metrigy finds that companies use an average of 12 vendors with AI capabilities across their CX stack—and 46.3% plan to increase the number of vendors in the next 12 months. What's already a complex environment is destined to become even more so. That places an imperative on providers in the CX ecosystem to lift the burden of managing that AI complexity off their customers' shoulders, enabling them to focus on optimizing AI's use for delivering desired business outcomes. This is no different for workforce engagement management (WEM) providers such as Verint as it is for any other. WEM providers, in fact, are among the top three types of vendors from which companies get their AI agents, according to Metrigy's study. With Agent Factory and its newest intelligence capabilities, Verint shows a sound understanding of that requirement. Verint is bolstering its customers' ability to move past isolated AI pilot programs and create truly integrated hybrid workforces that combine the efficiencies enabled by AI agents with the empathy and soft guidance provided by human agents—while closing the gap between targeted and delivered business outcomes.

## **MetriNote:** *Metrics-Based Strategic Advice*

### What does Metrigy recommend?

Verint customers using or planning to implement AI agents should evaluate Agent Factory to centralize the creation and governance of AI tools alongside their human workforce. Additionally, they should tap into the new intelligence offered to uncover hidden workflow inefficiencies and ensure agents are properly executing required actions within backend systems. Use these insights to shift contact center performance metrics away from basic schedule adherence and other key performance indicators and toward measurable business outcomes.

*Beth Schultz*

*VP of Research & Principal Analyst*

*Metrigy*

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