VERINT™

Verint CX Intelligence

Turn every customer conversation into actionable intelligence and measurable business outcomes.

Untapped conversations delay business action

Contact centers capture thousands of hours of customer conversations every day. These conversations contain key signals about revenue, churn, operational friction, and agent performance.

Yet those signals are often buried in the vast amounts of interaction data, making it difficult to understand what customers are experiencing, why it is happening, and what action to take while the opportunity still matters.

Traditional approaches to quality management and analytics are not sufficient to uncover these signals

- Manual reviews are time-consuming and cover only a fraction of interactions.
- Categories and rules require specialist knowledge and ongoing maintenance.
- Disconnected analytics and quality tools create fragmented views.
- Static dashboards only show what is happening, not why.
- Growing interaction volumes exceed available analyst capacity.

With the right tool, you can uncover what happens, understand why it's happening, and act faster with dramatically less effort.

Introducing Verint CX Intelligence

Verint® CX Intelligence brings **analytics** and **quality** management together in a single AI-powered, omnichannel intelligence solution.
It automates the journey from analyzing voice and digital interactions to uncovering root causes, validating insights, recommending next actions, and demonstrating results – helping organizations improve CX, agent performance, revenue, retention, and operational efficiency.

CX Intelligence helps organizations understand:

- **What is happening:** Automatically uncover interaction drivers, trends, emerging issues, and performance opportunities.
- **Why it's happening:** Investigate root causes using natural-language questions and validated interaction evidence.
- **What impact it has:** Quantify the business implications of customer and operational patterns.
- **What to do next:** Turn intelligence into recommended actions, coaching, remediation, and executive-ready reporting.

$6.5M

In identified growth opportunities

Verint CX Intelligence helped a leading global services company identify ways to increase sales win rates and improve customer retention – in just two days!



Go from conversation to confident action, fast

Automate the journey from interaction data to business action, from omnichannel capture and transcription to AI-powered analysis, quality management, and executive-ready insights.

1

Understand every interaction

Unify every voice and digital interaction in a single omnichannel view.

Convert spoken conversations into highly accurate, actionable data, creating a reliable foundation for customer, operational, and compliance insights.

2

Discover what matters

Analyze 100% of conversations for call drivers, trends, quality issues, and compliance risk.

Automatically uncover and quantify emerging issues and contact drivers, categorize interactions using natural-language instructions, and validate quality and compliance at scale.

3

Act fast

Query your data in plain language to lift agent performance, CX, and revenue.

Investigate root causes, validate findings, and turn insights into performance improvements, compliance actions, and better customer experiences.

Automation at every step

- No manual tuning
- No manual categorization
- No manual call studies

Unlock insights with Verint Exact Transcription

Accurate transcription is the foundation of reliable conversation intelligence. Verint Exact Transcription delivers unmatched transcript accuracy for contact centers, turning unstructured voice conversations into structured, actionable data.

Leverage market-leading transcription accuracy

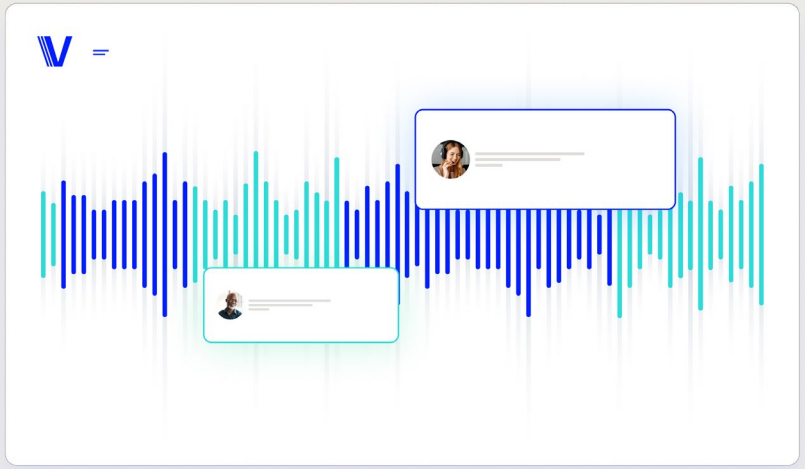
More accurate transcripts provide more accurate data for topics, tags, quality analysis, and AI investigation.

Reduce manual effort with automatic tuning

The solution automatically trains on your specific data and can learn and create customized models with new terms.

Increase confidence in insights

Base conclusions and recommended actions on a strong foundation of accurate conversation data.



›90% transcription accuracy and
›95% categorization accuracy

Reported by Verint customers

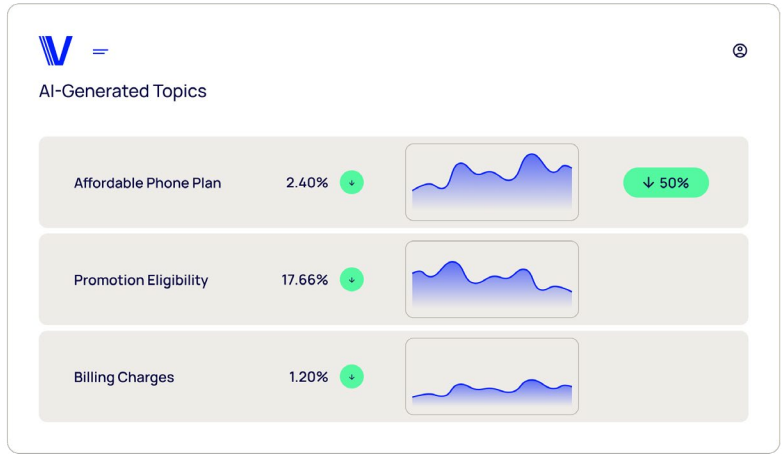
Learn more about Verint Exact Transcription

Automate discovery, categorization, and quality management

TRENDING TOPICS

Know what matters without having to ask

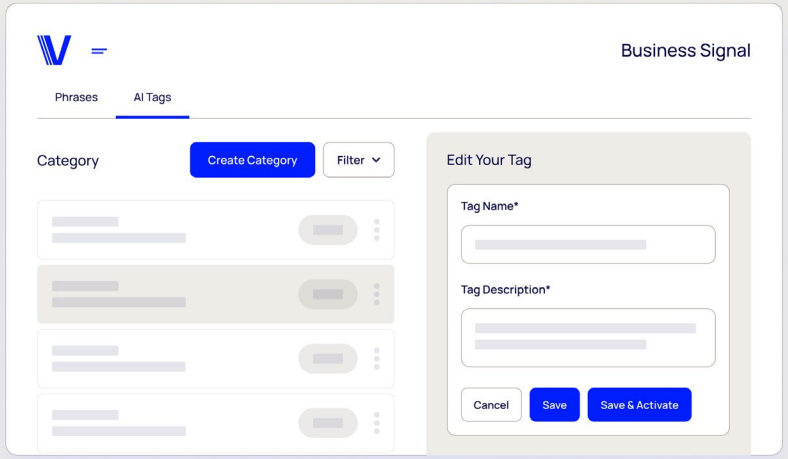
Trending Topics automatically identifies primary interaction drivers, changes in contact volume, and emerging customer issues without the need to create categories in advance. It helps detect significant developments sooner, accelerates root-cause detection, and reduces manual effort required from analysts, helping organizations move from interaction data to actionable insight faster.



AI TAGS

Categorize interactions using natural language

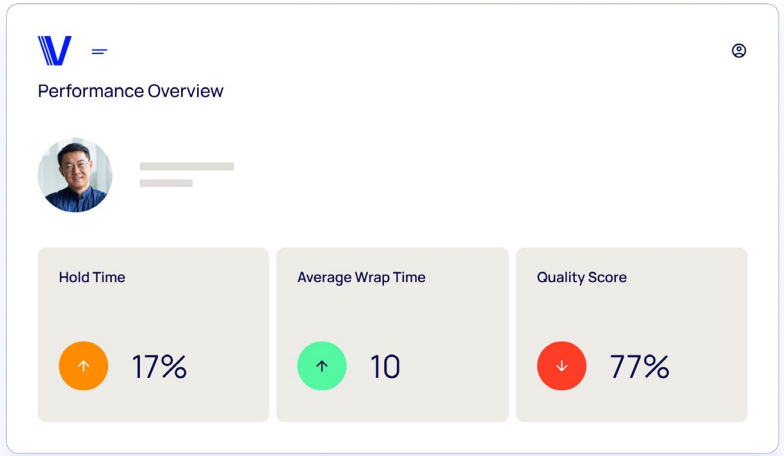
AI Tags allows users to describe the interactions, topics, or behaviors they want to identify using natural-language instructions. By reducing reliance on complex keyword lists and Boolean logic, AI Tags makes categorization faster to create, easier to refine, and more accessible to users without specialist query-building expertise.



ROBUST WORKFLOWS

Move from evaluation findings to documented improvement

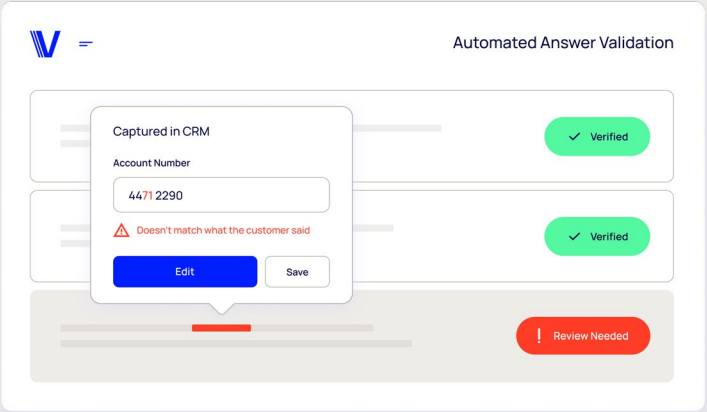
Turn quality findings into coordinated action by supporting agent evaluation and coaching, learning assignments, dispute handling, escalation, remediation, progress tracking, and audit trails. This closed-loop approach helps organizations address performance and compliance gaps consistently while reducing the administrative effort placed on supervisors.



AUTOMATED ANSWER VALIDATION

Validate what was entered, communicated, and handled

Automated Answer Validation (AAV) automatically determines whether information, such as customer-provided details, was entered correctly, communicated accurately, and handled by the agent according to required processes. It expands quality management beyond traditional scoring by helping organizations verify critical actions consistently across more interactions, improving information accuracy, strengthening compliance, and reducing operational risk.



Get instant, validated answers from customer conversations with Verint Genie

Analyzing unstructured conversations manually can delay the insights organizations need to act. Genie enables users to ask questions in natural language and quickly transforms customer interactions into validated, quantified insights, recommended actions, and board-ready, ROI-focused executive presentations.

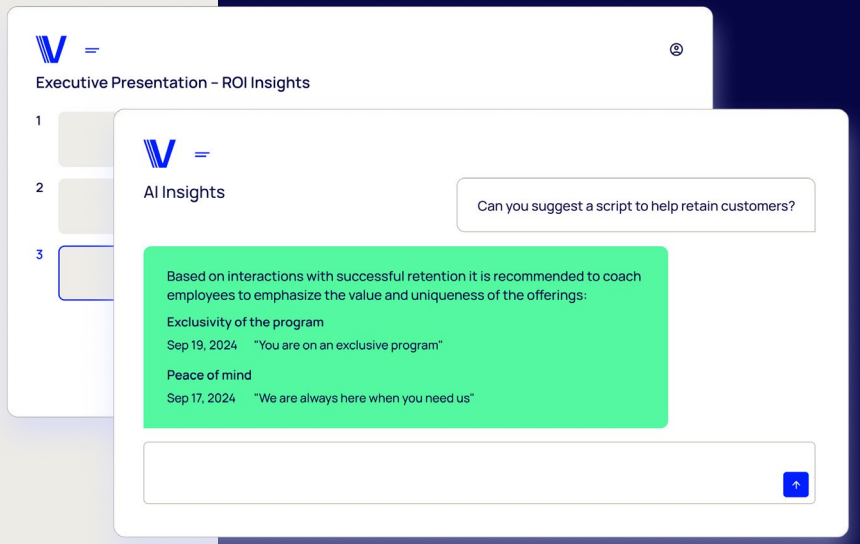
- **Embedded intelligence:** Seamlessly embedded in CX Intelligence to analyze voice and digital interactions quickly and effortlessly.
- **Faster time to insight:** Genie can turn days or even weeks of manual analysis into only minutes.
- **Verified evidence:** Supports responses with real interaction examples so analysts can validate insights.
- **Accurate transcription:** Leverages Verint Exact Transcription, tuned to customer-specific data for the most accurate insights.
- **Quantified outcomes:** Measures the significance and business impact of findings.
- **Executive presentations:** Converts insights into ROI-focused presentations with just a single click.

Learn more about Verint Genie

$5M

Saved

A UK financial services company used Verint Genie to identify and resolve process inefficiencies in loan applications.



8 reasons organizations choose Verint CX Intelligence

1. Unified solution for interaction analytics and quality management
2. Automation throughout the entire customer journey
3. Omnichannel analytics for voice and digital channels
4. Holistic deployment across human and AI agents
5. Built on market-leading transcription accuracy
6. GenAI-powered, natural-language insight discovery
7. Powered by explainable and responsible AI
8. Open and flexible deployment options

Learn more about Verint CX Intelligence

Our customers are already delivering measurable business outcomes

$4M Saved

A telco company increased supervisor capacity by automatically scoring 1.8M interactions.

$4M Saved

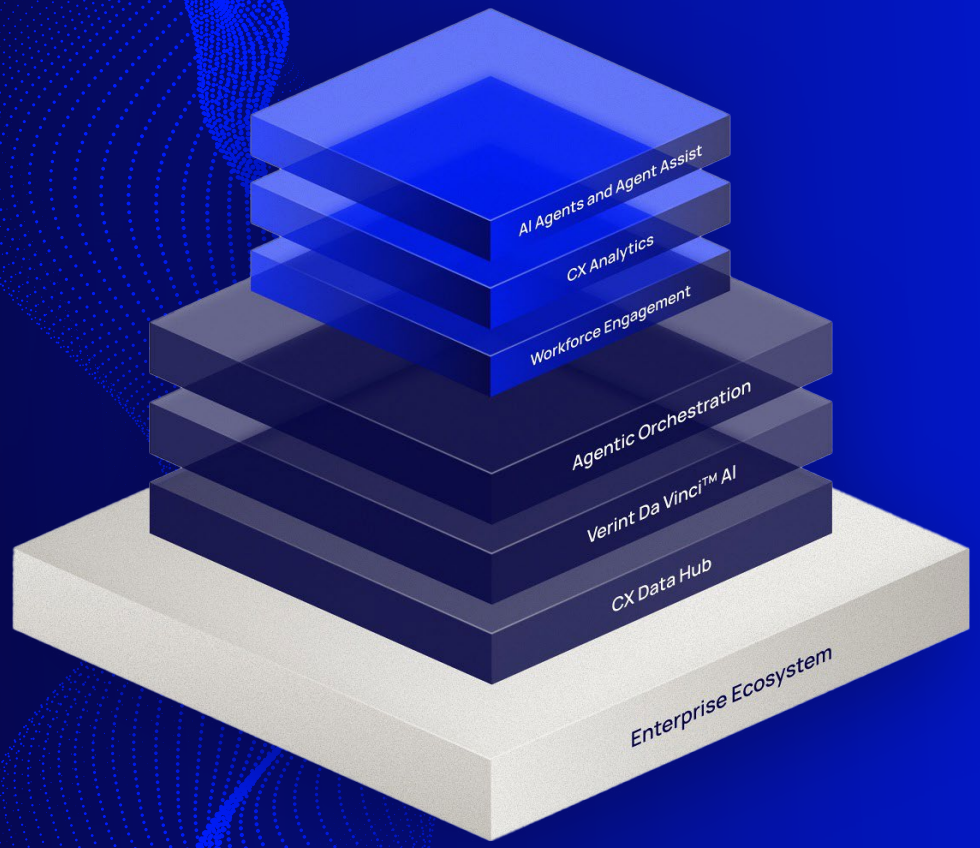
A warranty company unlocked call reduction opportunities from repeat calls.

$2M Saved

An energy supplier identified processes to increase self-service and agent capacity.

$1.5M Saved

A healthcare brand automated evaluation of 100% of interactions, increasing supervisor capacity by 33%.



Verint CX Intelligence

Part of Verint CX Automation Platform

Verint CX Intelligence is part of Verint CX Automation Platform, a patent-protected platform of cloud solutions that help contact centers automate CX workflows and deliver measurable outcomes – fast. Built to run on your existing infrastructure, it integrates with any CCaaS, CRM, or AI model, eliminating rip and replace and accelerating time to value. Powered by a shared CX Data Hub and Verint Da Vinci AI, the platform learns from every interaction to drive smarter automation across self service, agent support, analytics, quality, and workforce engagement.

Learn more at Verint.com

Learn more about Verint CX Intelligence

Webinar

You've Struck Data Oil – Tap into the Era of AI-Driven CX

Watch the Webinar

Customer story

MSC Supercharges Analyst Capacity with Verint Genie

Watch the Video

Master Class

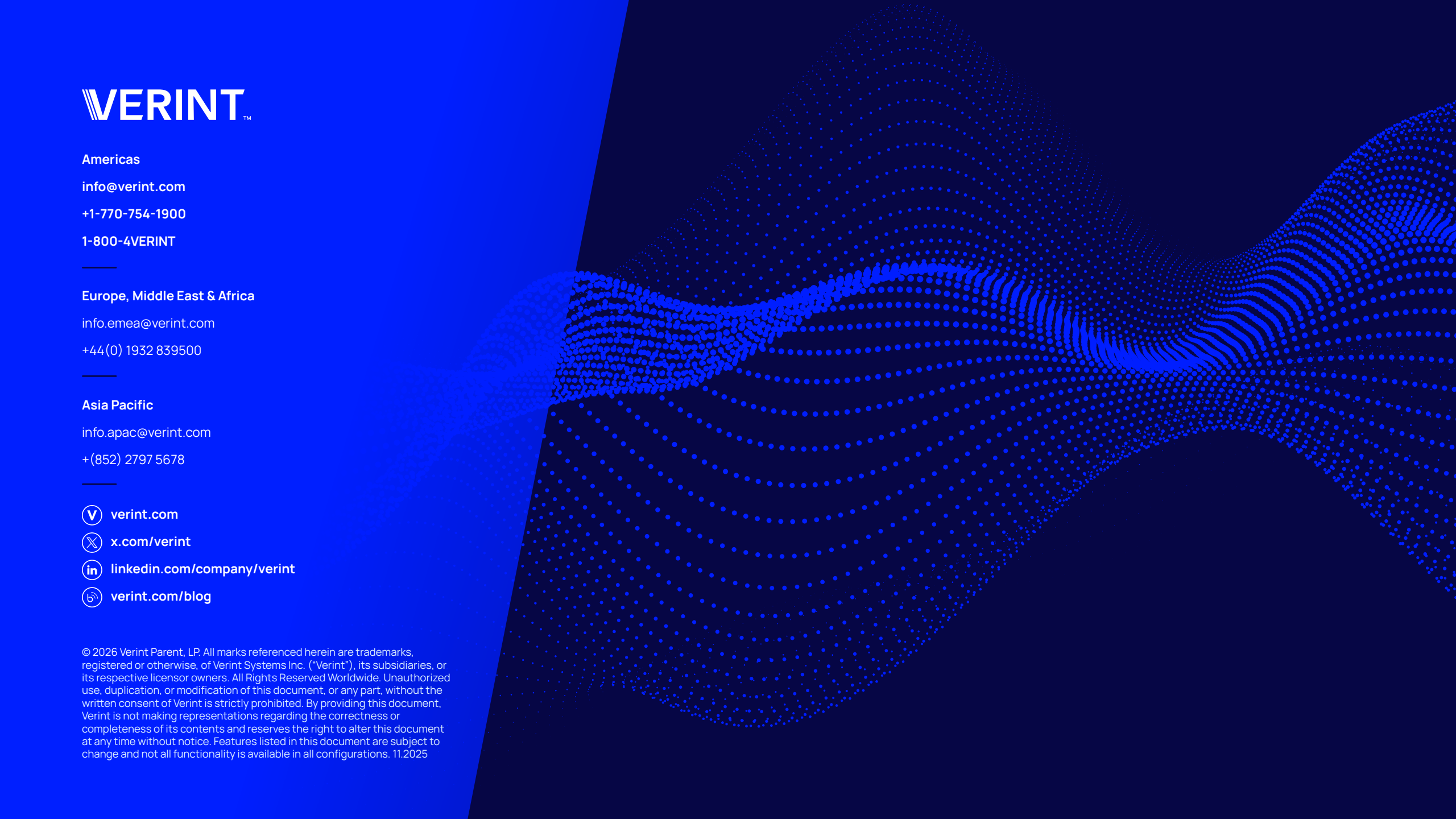
How to Turn Customer Conversations into Impactful ROI with CX Intelligence

Watch the Master Class

Customer story

How Genie's Speed to Insights Helps Novuna Increase Revenue While Improving Customer Experience

Watch the Video



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