

# Verint Knowledge Management



## Now You Can:

- Rely on a single source of truth for all employees, customers, and bots, in multiple languages, and across all channels.
- Cut customer contact volume dramatically by enabling customers to self-serve.
- Increase efficiency by using AI to provide agents with context-specific knowledge in real time.
- Utilize AI to decrease the cost, time, and effort of creating knowledge content.

Delivering elevated customer experiences is vital for engaging and retaining customers, but it's not easy. They expect to receive the right answers to their questions immediately, no matter how complex. Your employees—and customers—need a single source of truth where they can quickly and easily find the information they need.

Verint® Knowledge Management™ is a highly scalable solution that leverages the power of AI to ensure the right people receive the right knowledge, at the right time, improving customer satisfaction while reducing support costs.

## Provide “Knowledge as a Service”

Verint Knowledge Management is a proven solution, deployed in some of the largest, most complex operations, across multiple languages.

### Other features include:

**Rich, Multilingual Authoring and Workflow** – Easily create knowledge articles formatted with tables, images, video, and more. Define who needs to approve an article before it is published. View previous versions of articles and go back to earlier versions as needed. Leverage automation within the authoring workflow to speed up and simplify content maintenance.

**One System – Multiple Use Cases** – Assign relevant product, region, publish/expiration, and permission tags to content to help users find the right information faster. Filters can be used to surface the right information to right audience—all from the same knowledge management deployment. A single knowledge base can be used to power customer self-service, bots, and agent assistance applications.

# VERINT®

# Verint Knowledge Management

## Extend Knowledge Value Across the Organization

Verint Knowledge Management integrates seamlessly with your CX solutions to leverage knowledge wherever it is needed.

**Customer Self-Service** – You can integrate knowledge with web self-service solutions, intelligent virtual assistants, and community applications to drive customer satisfaction and reduce inbound contact center volume.

**Integrate Anywhere** – Full API support makes it easy to integrate and share knowledge on any relevant support channel, including agent desktops and CRM tools, self-service applications, back-office, and workforce optimization suites.

## Power CX Automation with the Verint Knowledge Bots

Verint Knowledge Management includes AI-powered bots that revolutionize your knowledge processes and help drive CX automation.

### Knowledge Creation Bot

Leverage the power of AI to detect opportunities for new knowledge articles and use generative technology to focus and consolidate content with the touch of a button. The AI-powered Knowledge Creation Bot enables your employees and intelligent virtual assistants to benefit from a more complete, accurate, and useful knowledge base that requires less manual effort to migrate and update.

### Knowledge Suggestion Bot

The Knowledge Suggestion Bot presents context-specific knowledge to agents in real time during a customer interaction. By delivering relevant knowledge into workflows at every step, agents can reduce average handle time by up to one minute per interaction, improving productivity, first call resolutions, and CSAT scores.

## Generate ROI from Day One

**Rapid Deployment** – Deploy Verint Knowledge Management in just weeks and begin generating ROI from day one.

**World Class Consultants** – Utilize a range of professional services to maximize your investment, including business advisory services, implementation and enablement services, and managed services.

## Powered by Verint Open Platform

Verint Open Platform delivers unmatched freedom and flexibility to drive CX automation. Start leveraging the power of data, AI, and bots to elevate your CX while lowering support costs.



Learn more at  
[www.verint.com](http://www.verint.com)

## Verint®. The CX Automation Company™

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