Product Security Standards/Framework Compliance

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Verint's security framework provides a solid foundation for data integrity, confidentiality, and availability. Additionally, Verint Customers often fall within regulated industries that require specific considerations. Verint's support and SaaS environments are architected to comply with applicable industry best security standards/frameworks and privacy and security regulations/certifications. Emphasis is put on SOC2 Type II, PCI-DSS, GDPR, CCPA/CPRA, and NIST standards. Compliance by Verint with the standards/frameworks listed below for the products detailed herein is verified by third-party auditors on an annual basis. Such audits take into account compliance over the prior 12-month period.

The Verint applications, bots, and services listed below are certified to comply with the following standards:

PCI Level 1 Service Provider

SOC2: Mapped to HITRUST[1]

HIPAA HITECH Report

CMMC Level 1

NIST 800-53 Report

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[1] Verint does not subscribe to HITRUST and is not representing HITRUST certification. However, Verint's SOC2 Report is mapped to HITRUST and the SOC2 Report addresses all components/requirements required for HITRUST certification.

Certified Verint applications, bots, and services

Agent Virtual Assistant Bot	Exact Transcription Bot	PII Redaction Bot
Application Triggers	Experience Management for the Contact Center	Quality Bots
Application Visualizer	Financial Compliance (VFC)	Quality Management
Appointment Booking	Intelligent Interviewing	Queue Management
Automated Quality Management	Intelligent Virtual Assistant - Digital	Real-Time Coaching Bots
Automated Verification	Intelligent Virtual Assistant - Voice	Recording for Public Safety
Call Risk Scoring Bot	Intent Discovery Bot	Survey Management
Case Management Professional	Interaction Analytics - Speech	Task Management
Case Workflow	Interaction Analytics - Text	TimeFlex Bot
Channel Automation	Interaction Analytics Essentials	Web & Mobile Experience Management
Chat & Email	Interaction Quality	Workforce Management
Community	Interaction Wrap Up Bot	Workforce Management Branch Data Analytics
Compliance Archive	Interviewing Bot	Workforce Management Branch Forecaster
Data Insights Bot	IVR	Workforce Management Branch Scheduler
Data Management	Knowledge Management Enterprise	Workforce Management Essentials
Desktop & Process Analytics (DPA)	Messaging	Verint Da Vinci Active Voice Biometrics
Digital Behavior Analytics	Operations Manager	Verint Da Vinci Call Risk Scoring Service
Enterprise Customer Experience (CX)	Operations Productivity	Verint Da Vinci Intent Discovery Service
Enterprise Recording	Operations Visualizer	
Event Management	Performance Management	

About Verint

Verint® (NASDAQ: VRNT) is a leader in customer experience (CX) automation. The world's most iconic brands—including more than 80 of the Fortune 100 companies—use the Verint Open Platform and team of AI-powered bots to deliver tangible AI business outcomes across the enterprise.

Verint, The CX Automation Company™, is proud to be Certified™ by Great Place To Work®. Learn more at Verint.com.