VERINT®

Verint Customer Self-Service

Increase your agent capacity with market-leading AI-powered solutions to increase customer self-service

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Stronger, Faster, Measurable AI Outcomes

Enabling your customers to self-serve not only improves their experience through effortless resolutions; it also significantly increases contact center capacity by deflecting calls and automating interactions.

With Verint® Customer Self-Service solutions you can:

Increase Agent Capacity: Reduce the need for assisted service by enabling customers to self-serve with intelligent virtual assistants, crowd-sourced community content, and seamless access to the right knowledge.

Improve CX Metrics: Improve customer satisfaction by resolving customer issues quickly and effortlessly with self-service solutions.

Increase Revenue Per Interaction: Use agentic AI to complete transactions autonomously, boosting sales.

VERINT. The CX Automation Company™ |

Stronger, Faster, Measurable AI Outcomes
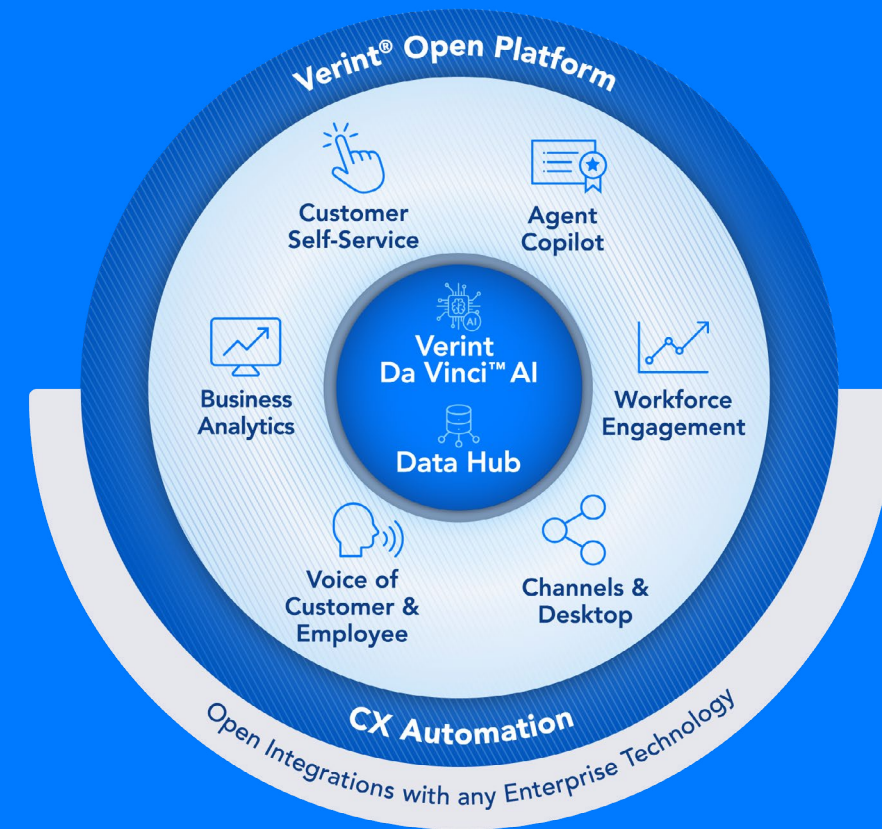
Verint Intelligent Virtual Assistant™ (IVA)
Increase containment across interactions in voice and digital channels; build and maintain your IVA with automated workflows.

Verint Knowledge Management™
Market-leading knowledge management provides a single source of truth for your agents and IVAs for stronger AI outcomes.

Verint Community™
Crowd-sourced, AI-moderated support for customer self-service builds brand loyalty and improves CX.

Verint Intelligent Virtual Assistant

Verint leads the market in AI-powered intelligent virtual assistants, enabling businesses to automate up to 100 percent of customer interactions. With Verint IVA, brands can deliver personalized self-service experiences across channels. Verint IVA automates interactions with agentic AI agents that can answer queries, solve problems, and take action.

- Leverage enterprise knowledge and GenAI for a smarter IVA that contains more interactions from day one.

- There's no need to rip and replace. Verint IVA Voice seamlessly integrates with your existing ecosystem, so you can modernize your legacy IVR without disruption.

- Verint IVA includes Verint IVA Studio™, a low-code environment where you can build, manage, and test conversational flows effortlessly.

- Verint Da Vinci™ AI delivers a future-proofed IVA investment, automatically using the best and latest models, including BYOM.

AI Business Outcomes from Verint Customers

$25M
Value

A hotel chain increased containment by 60% across 14 million voice and digital interactions with Verint IVA

30%
Revenue Increase

A travel company achieved 95% containment and a 30% increase in revenue per booking after deploying Verint IVA

Why Choose Verint IVA

With Verint IVA, you can augment or replace existing agent workflows with agentic AI:

- AI agents answer queries, solve problems, and take action.

- Single-click deployment of verticalized AI agents offers fast time to value.

- Start small and scale: Add additional use cases and flows at any time to maximize AI outcomes.

- Obtain immediate insights to identify additional high-value workflows for automation.
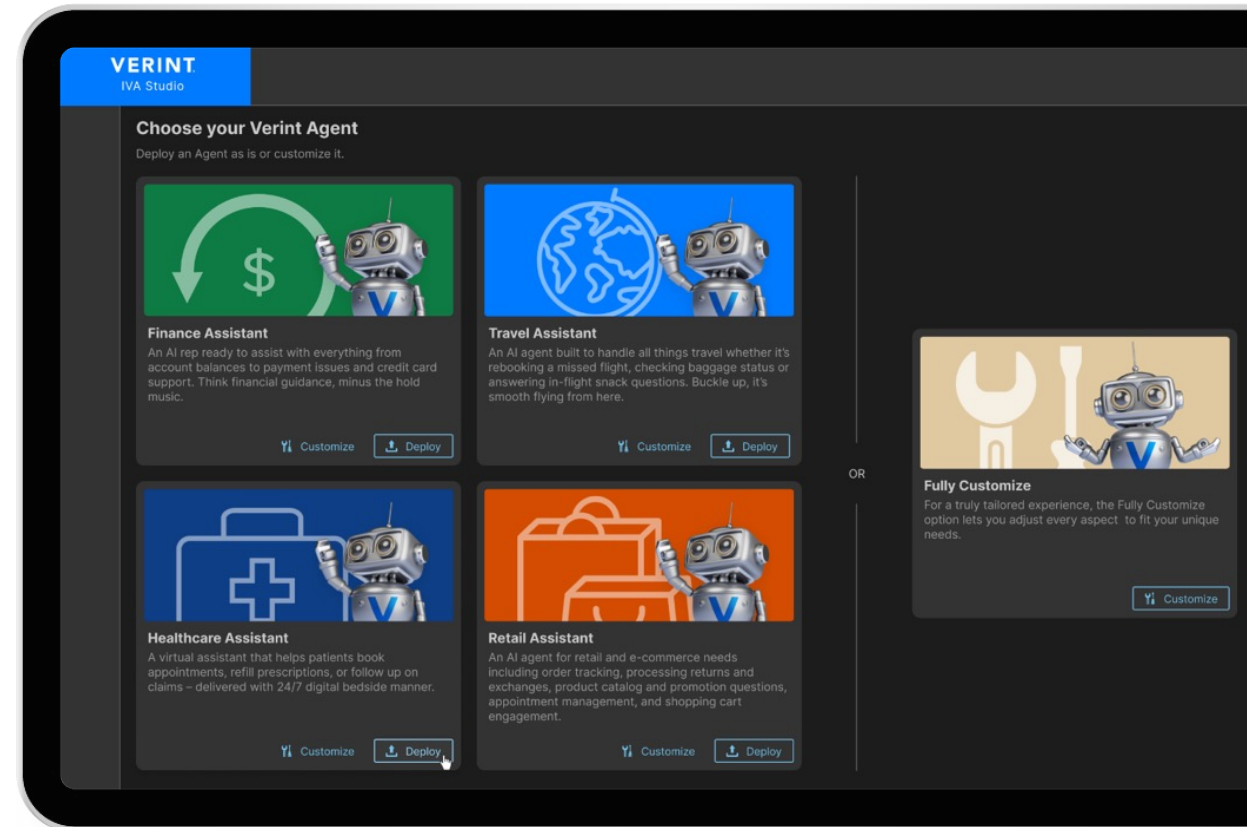
Verint Knowledge Management

Our market-leading knowledge management solution provides a single source of truth for your agents and IVAs for stronger AI outcomes.

- Increase agent capacity by providing seamless access to contextual knowledge with AI-powered search.

- Increase IVA containment rates with an accurate, single source of truth for all customer interactions.

- Improve customer experience metrics with knowledgeable agents and IVAs that deliver elevated CX with less effort.

- Provide agents with the contextual knowledge they need via a solution that is compatible with any agent desktop environment.

AI Business Outcomes from Verint Customers

$13M Saved
A bank reduced call duration by 20 seconds across 4500 agents handling 30M calls per year with Verint Knowledge Management

30% Containment Increase
A retailer with over 1 million annual interactions increased IVA containment with Verint Knowledge Management

Verint Community

Verint Community makes it easy to turn customers into collaborators – promoting peer-to-peer support, enabling self-service at scale, elevating CX, and increasing agent capacity.

- Increase call deflection by providing customers with self-service options including discussion forums, knowledge articles, and how-to videos.

- Improve CX by saving customers time with crowd-sourced self-service that provides immediate answers to their queries.

- Gather feedback and ideas directly from customers through branded forums that foster conversations – helping you build trust and long-term loyalty.

- Capture community answers and curate them into trusted knowledge to use across the enterprise, including agent desktops and IVA flows.

AI Business Outcomes from Verint Customers

$600k
Saved

A global software company saved $600K by using community self-service to deflect calls and increase agent capacity with Verint Community

40%
Increase

An international charity increased agent capacity 40% by providing crowd-sourced self-service content with Verint Community

Stronger, Faster, Measurable AI Outcomes

Increase your agent and self-service team capacity with market-leading AI-powered solutions.

Need to add automation to your IVR? **No problem**

Want to avoid rip and replace? **No problem**

Want to leverage existing knowledge? **No problem**

Have multiple backend systems? **No problem**

Want to start now and scale? **No problem**

Start now and see value quickly with no changes to your existing ecosystem.

VERINT.

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