

## User Forums – Frequently Asked Questions for Customers

This FAQ is designed to help our customers understand what the User Forums are, how they work, and how to make the most of the sessions. Whether you're attending for the first time or joining us again, these events are a great opportunity to share experiences, learn from peers, and gain fresh insights from real-world use of our solutions.

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## About User Forums

### *What are User Forums?*

Our EMEA User Forums are interactive, online events exclusively for Verint customers where end-users come together to share knowledge, explore best practices, share practical experiences, and discuss real-world challenges faced in contact centre and back-office operations.

### *When do User Forums take place?*

User Forums take place twice a year, in Spring and Autumn. Sessions typically start in the morning (GMT/BST), lasting approximately 2 hours.

### *Are these sessions customer only?*

To create a space where customers can speak openly about challenges, strategies, and solution use, participation is reserved for customer end-users. This format encourages candid dialogue and peer-to-peer exchange without commercial influence. You do not need to be invited — these sessions are open to all Verint customers.

## Sessions

### *What should I expect from a Forum session?*

Each User Forum is led by Verint experts, often joined by customer speakers sharing real-world experiences. Sessions are designed to be practical and engaging, with time for live Q&A and discussion. Expect solution walkthroughs, success stories, and insights you can apply directly to your day-to-day.

### **List of forums:**

1. Business Analytics (formerly Insight Interactions)
2. Channel Automation & Knowledge Management
3. Communities
4. Operations Manager
5. Quality Management
6. Workforce Management

### *Do I need to prepare anything beforehand?*

There's no formal prep required. However, feel free to bring questions, insights, or examples to contribute to the conversation — this is a space built around customer-led learning.

### *Can I suggest a topic, or ask my questions in advance?*

Yes — when registering, there are open text boxes where you can submit your topics and questions directly to the forum session leaders.

### *Can I attend more than one session?*

Yes, we encourage customers to attend multiple sessions of interest to gain a broader perspective of Verint solutions. Please complete a separate registration form for each session you'd like to attend.

### *Will sessions be recorded or available to watch later?*

Sessions are live only to encourage active participation and protect the confidentiality of shared experiences.

## Partner Participation

### *Do partners attend the User Forums?*

We recognise the important role partners play in supporting customer success; however, we want to protect the collaborative space where customers feel comfortable sharing openly. This also helps avoid potential conflicts of interest in competitive areas where partners may overlap in offerings or customers.

### *What if a partner is involved in a customer success story?*

In select cases, where a customer is presenting a story that includes a partner, participation may be considered to support that specific presentation. These instances are by invitation only and will be made clear to registrants in advance.

### *Can partners host customers in their offices to watch User Forum sessions?*

The general rule is that partners are not allowed to host customers to watch any session. Partners can submit requests for this and will need approval from the forum session leads. If a partner has hosted customers in their office in the past, or has already arranged for a viewing, they still must notify Hollie in advance to obtain approval — past precedent does not imply automatic approval.

## Logistics

### *How do I register to join the event?*

Registration links are provided in your invitation email. If you haven't received an invitation and would like to receive future communications, please reach out to your customer service manager who will be able to ensure you are on future mailing lists. They will also be able to share the current registration link with you.

### *Can I register and watch with my colleagues?*

So that we can clearly identify who will be in the session, we ask that each individual registers for the sessions they are interested in joining, even if you will be watching as a group. This also helps us to manage how the session will be run and improve future events.

### *How will User Forums be broadcast?*

We've listened to your feedback and will now be hosting all sessions on Microsoft Teams. Attendees will not need a password to access the session on the day. A 24/48-hour reminder email will be sent to all registrants with a Teams meeting link.

### *Do I need a Microsoft Teams account, or the app to join?*

No, you will not need an account or the app to join. The link should work on all browsers but is still reliant on your company IT policy. We recommend testing the link when you receive the 24/48-hour reminder and raising any issues internally.

## Staying Connected

### *Will I be notified about upcoming Forums?*

If you are opted in for marketing emails, you will receive promotional emails with information about User Forums. Your customer service manager will also share the details of upcoming sessions.



*Who should I contact with questions?*

For any questions not answered, please reach out to your customer service manager.