

VERINT

Inspire Awards

Driven by Vision. Leading with Outcomes.

The Verint Inspire Awards 2026

We are inviting you to enter the 2026 awards and share your successes. It's quick and easy with many benefits.

You can either complete this form and send it to Sabine.Becker@verint.com OR in 3 simple steps, let us take the work of the award entry for you:

1. Schedule a 20-minute awards interview with our writer (English, French or German) – email sabine.becker@verint.com for availability. Interviews can be held in English, German or French and are confidential.
2. Our writer will prepare your entry based on the interview, and send it back to you for review.
3. Approve and submit your finalised entry to events.emea@verint.com by **October 1st 2026**.

IMPORTANT

When entering please tick the Social Media & Press Release on the last page – otherwise we are not allowed to announce your organisation's name if you are shortlisted or are a winner (you compete as you normally would, but your organisation's name will appear as "confidential candidate"). Please email sabine.becker@verint.com with any questions you may have.

Your Information

Name(s):

Email(s):

Organization:

Verint Partner & Email:

Award category (you can enter for more than one category):
See full list of categories below

Verint Team:

Your Entry for the Verint Inspire Awards 2026

Did you know? This entry is yours, so please feel free to add/share any additional imagery, slides or other information you would like to share with the judges. Your entry is confidential. Questions? Please feel free to email sabine.becker@verint.com or to schedule your interview.

Award summary

Which Verint solution(s) are you using?

Overview & Challenges – What were your key challenges and the reasons for choosing/using this solution to overcome them? How is your entity organised, ie provide some background, for example on the size of the operation in terms of customers you may help or the volume of interactions etc.

Objectives – Detail the objectives, strategy and requirements to deliver on your particular project and/or challenges.

Innovation – Outline any examples of innovative and forward thinking from individuals or teams throughout your particular project.

Results – Provide clear metrics to demonstrate the results achieved. This could include improving customer satisfaction, increasing revenue, reducing operational costs, enhancing productivity and mitigating risk etc. across contact centre, back-office, branch, or marketing operations.

Your Award Categories 2026

1. Excellence in Scaling CX

This category recognizes organizations that launch CX initiatives with Verint solutions in one area and successfully expand them across business units, regions, or launch additional new Verint solutions over time - achieving repeatable, high-quality results. It celebrates teams that scale effectively, adapt to local needs, and continuously evolve their approach, embedding innovation into daily operations to drive sustained impact and long-term, continued success.

2. Extraordinary Results & AI Business Outcomes

Recognizing customer experience initiatives with Verint solutions that deliver measurable business impact and strong ROI/KPI improvements. Examples include driving revenue growth, reducing costs, improving customer retention, and enhancing overall customer outcomes. These programs leverage CX Automation to shape experiences, guide teams, and consistently track and improve key performance indicators - demonstrating tangible, data-driven results that impact the bottom line.

3. Superior Quality and Compliance

This category recognizes organizations who deliver high performance while upholding strong quality and regulatory standards. It celebrates the use of compliance solutions as well as agent-led quality, automated evaluations, and continuous coaching to drive improvement, as well as the rapid implementation of effective compliance controls to reduce compliance risk. Examples of metrics could be reduced supervisor costs, improved quality scores or reduced compliance risk.

4. Augmented Workforce Excellence

This category recognizes organizations that empower people by embedding AI and automation into workflows to elevate both agent and customer outcomes, leveraging tools such as knowledge systems, real-time guidance, and flexible workforce solutions. By enhancing the agent experience and focusing on high value interactions, and enabling smarter, more efficient work, they drive improvements in CSAT, customer retention, conversion, containment, and overall operational efficiency - delivering measurable business impact.

5. High Performance Channel Operations

This category recognizes organizations redefining service by moving beyond phone-led models and channel silos to deliver holistic, cross-channel operational strategies. They orchestrate functions such as self-service, quality management, workforce management, analytics, and knowledge management across all customer touchpoints to drive efficiency, consistency, and scalability across organizational functions. By optimizing operations and enabling seamless experiences, they set a new standard for modern service excellence and empower customers to resolve issues effortlessly.

6. Powerful Operations beyond the Contact Centre

Recognizing organizations that extend customer experience excellence beyond the contact center and across the enterprise – for example into back office and branch operations. These leaders elevate back-office performance beyond traditional efficiency, unlocking hidden capacity across functions through automation, optimized resource allocation, and streamlined processes. By integrating capabilities such as queue management and branch workforce management, they create seamless, end-to-end experiences.

7. Customer Engagement Advocate

Recognizing customers who go the extra mile, this award celebrates visionary Verint users who deliver impactful solutions while elevating both industry and internal visibility for their projects. Acting as advocates within their organizations and beyond, they transform insights into compelling stories that guide decisions, connect contact center intelligence across the business, and shape better customer experiences.

8. Planning Innovators

This category recognizes excellence in workforce planning and management, celebrating achievements across real-time and intra-day management, scheduling, forecasting, capacity planning, budgeting, and all areas of resource planning. It honors organizations' driving impact and measurable outcomes in today's complex environments - from contact centers to back office, field, retail, and multi-channel operations - demonstrating practical, hands-on excellence in planning to the highest standard.

We'd love to share your name if you are shortlisted/winning and share some of your story, if that's ok?

Everything will always be sent to you for approval beforehand!

Social Media

please select, YES/NO

The nominee is happy for their organization's name to be included in short posts in the running up to the awards and congratulating shortlist entries, runners up and winners and announcing the awards ceremony.

Case Study

please select, YES/NO

All our best entries will be shortlisted to become case studies – we will send you a draft which you can review and change – you will receive 1 day of services for this in return for your time. Would you be interested?

Press Release

please select, YES/NO

If the nominee is selected as a winner, will the nominee's organisation agree to participate in a joint press release, as well as recognition on Verint.com, announcing the nominee as an award recipient?

We are looking forward to celebrating your successes with you!