

# The Customer Engagement Company

Delivering solutions that forge deeper, more meaningful and valuable customer relationships

**VERINT**<sup>®</sup>





# Customer Engagement for the Long Term

Engagement is fundamentally changing. End-customers now enjoy more power, choice, and freedom than ever before; while employees expect the tools and capabilities to be able to respond quickly and accurately.

Forging deeper, meaningful and valuable customer relationships is more important than ever.

**69%** of customers want organisations to make it easier for them to engage or make a purchase whenever they want

Consumer Research 2018 commissioned by Verint in association with Opinium Research LLP

**Customer ROI**  
Here is a sampling of benefits that some organisations have received from deploying Verint solutions.\*

**70%**  
increase in customer satisfaction rate

Analysis of nearly  
**2 million**  
customer interactions

\*Results may not be typical.

# This is what we do, as The Customer Engagement Company™

We offer software and services to help simplify, modernise, and automate customer engagement, so you can drive deeper loyalty, enhance business performance, accelerate processes, and set your organisation head and shoulders above the competition.

From the contact centre to the back office, our solutions can help you take customer and employee engagement to a new level and enhance your brand across every customer interaction.

**38%**  
reduction in  
overtime spend

**\$3 million** savings  
in first  
year due to improved average  
call handling time and scheduling

**22%**  
reduction in  
complaints



# Workforce Engagement

Your employees can make the difference between customer loyalty and customer churn. Empower them with modern tools to help simplify their jobs and deliver exceptional experiences.

Our solutions can help them manage the complex demands of omnichannel service, plus ever-changing business and industry requirements. We offer convenient, flexible ways of delivering consistent, contextual, and personalised customer experiences across all engagement channels.



## Multichannel Recording

Capture, encrypt, index, archive, and retrieve voice, screen, and other methods of interaction from TDM, IP, SIP, and advanced unified communication platforms.



## Automated Quality Management

Automate your quality process and gain deeper insight into all your calls while managing compliance risk more effectively.



## Coaching / Learning

Give employees the opportunity to deliver the very best service while building their skills and job satisfaction.



## Workforce Management

Plan, forecast, and schedule your team to help achieve service goals, maximise capacity, reduce costs, and increase revenue across contact centre, branch, and back-office operations.



## Work Manager

Boost productivity and meet service delivery goals by prioritising the work of individual employees so they can focus on the right activities at the right time.



## Desktop and Process Analytics

Analyse employee desktop activity and gain operational intelligence. Optimise productivity and capacity, improve processes, and help ensure compliance.



### Robotic Process Automation

Automate repetitive, rules-based tasks and provide guidance to employees in real time to help increase productivity, reduce errors, and improve the customer experience.



### Performance Management Scorecards

Give employees and managers visibility into performance to help drive better service and deeper job satisfaction.



### Speech / Text Analytics

Automatically identify and analyse trends, themes, and the root causes driving customer interactions in voice and text-based channels.



### Knowledge Management

Answer every question with confidence. Handle issues faster and more consistently without sacrificing quality.



### Employee Desktop

Unify your customer data to simplify processes, reduce mistakes, and drive efficiency. Show the right information, right when it's needed.



### Case Management

Gain visibility into work across your staff. Route, distribute, and track work, and empower employees to complete each step efficiently.



### Email / Chat Engagement

Deliver rapid email management, online chat services, and the ability to share screens with your customers to help improve resolution time.



### Virtual Assistant

Improve productivity and increase workforce engagement with faster, more convenient access to information, answers to complex questions, and routine transactions.



### Gamification

Accelerate employee onboarding, drive ongoing skill development, and increase collaboration and knowledge sharing.



### Mobile Workforce

Empower employees with anytime, anywhere access to information and capabilities that help them perform more effectively.



### Internal Communities

Encourage collaboration and knowledge sharing among employees to drive engagement and build a motivated team.



### Social Engagement

Manage social engagement as part of an integrated omnichannel customer engagement solution. Reveal current information and trends, enabling you to take action quickly on the insights extracted.

# Intelligent Self-Service

Empower customers to help themselves faster and with less effort. Verint can help you automate many customer interactions and make self-service as simple and effective as assisted service.

With our solutions, you can create a modern, conversational experience that's consistent across voice and digital channels. Your customers can benefit from being able to obtain information anytime, anywhere — and your organisation can reduce cost to serve while boosting customer satisfaction.



## Voice Self-Service

Increase automation rates and improve customer experience with dynamically personalised, frustration-free cloud IVR.



## Virtual Assistant

Make self-service as natural and effective as assisted service with artificial intelligence that can scale across the enterprise.



## Customer Communities

Empower customers to help each other and share ideas. Track emerging issues and reinforce your brand identity.



## Web / Mobile Self-Service

Encourage customers to resolve their issues online by offering them the convenience, speed, and anonymity of frictionless self-service.



## Knowledge Management

Change the way customers and staff find answers by providing access to knowledge via self-service and the employee desktop.

# Voice of the Customer

Your customers' behaviour, interactions, and feedback provide great insight into how to improve customer experiences and processes.

With Verint solutions, you can listen, analyse, and act on this intelligence, so you can respond more effectively to evolving customer, business, and market demands.



## Speech / Text Analytics

Reveal insights, issues, opportunities, and behavioural trends from millions of customer calls and text-based interactions.



## Social Analytics

Gain insight from content published to social media sites, online forums, and messaging services.



## Enterprise Feedback

Improve customer satisfaction and loyalty by listening to your customers across all channels to improve overall experience.



## Digital Feedback

Increase revenue and decrease churn by giving your digital customers a voice and empowering your organisation to act on feedback.

# Fraud

Fraud is pervasive, and as the risks escalate, so does your potential liability.

Verint offers solutions that can help you detect, investigate, and mitigate the risk of fraud in contact centres, branch banks, and self-service systems. Our solutions can even help you identify and avert potential fraud before it occurs — regardless of whether the perpetrator is within or outside of your organisation.



## Branch Surveillance and Investigation

Improve surveillance and investigations at the branch with innovative software that can simplify security intelligence and empower fraud investigators.



## Desktop and Process Analytics

Avoid capturing sensitive data while detecting behaviour that does not comply with industry regulations and company practices.



## Full-Time Recording

Reduce liability and enhance compliance with a single, full-time, multichannel enterprise recording and archiving system.



## Identity Analytics

Use voice biometrics and predictive analytics to help verify customers and detect fraudsters.



## Voice Self-Service Fraud Detection

Identify suspicious behaviours in your IVR and alert your fraud team before fraudsters attack your contact centre.

# Compliance

Regulatory requirements evolve continually and can have a far-reaching impact on your enterprise.

Verint offers solutions to help you comply with changing regulatory requirements, such as the General Data Protection Regulation (GDPR), while mitigating risk and avoiding costly fines and reputational damage.



## Automated Verification

Verify that your communications and recording infrastructure is operational and meeting compliance requirements.



## Compliance Recording

Capture, encrypt, search, archive, and replay interactions for compliance and liability protection.



## Employee Desktop

Enhance compliance by giving employees single-screen access only to the applications, information, and processes they need.



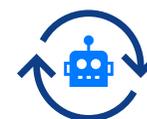
## Financial Trading Compliance

Capture voice, video, desktop, and text interactions in trading room, contact centre, and financial back-office operations.



## Knowledge Management

Give employees quick, easy access to knowledge that's compliant with regulations, so they can respond to enquiries quickly, consistently and correctly.



## Robotic Process Automation

Enhance security and compliance by using robots to process sensitive tasks or information, and complete processes consistently.



## Speech / Text Analytics

Drive compliance by quickly revealing regulatory breaches in phone and text-based interactions.



# Simplify, Modernise, and Automate Engagement

Verint is The Customer Engagement Company. We help organisations simplify, modernise, and automate customer engagement with software and services that can help drive deeper loyalty, enhance business performance, accelerate processes, and set your organisation head and shoulders above the competition.

We believe that every customer interaction is an opportunity to gain a loyal advocate for your brand. That's why we leverage the latest in artificial intelligence and advanced analytics technology to help you unlock the potential of automation and intelligence for driving real business impact across your organisation.

At our core, we're a technology innovator passionately committed to customer success. We partner with you to understand your business goals and identify the best approach, strategy, and solutions to meet your current and future needs. Our goal is developing customers for life, and we work hard to deliver on that guiding principle, from offering innovative, open, and flexible solutions to continually striving to make it easy for you to deploy, expand, and engage with us. We believe that together, we can accomplish great things.

**Find out more:**  
<https://www.verint.com/engagement>



## Verint. Powering Actionable Intelligence.®

Verint® is a global leader in Actionable Intelligence® solutions with a focus on customer engagement optimisation, security intelligence, and fraud, risk and compliance. Today, more than 10,000 organisations in over 180 countries — including over 85 percent of the Fortune 100 — count on Verint solutions to make more informed, effective, and timely decisions.

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