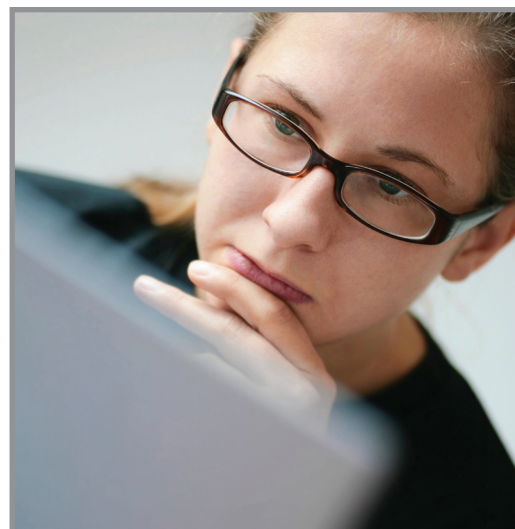


Verint Express Advanced Analytics

The problem faced by many organizations is not a lack of data, but an inability to turn that data into meaningful information.

Verint® Express Advanced Analytics™ addresses this challenge by providing advanced analysis, reporting, and data mining capabilities alongside the operational data collected from your Verint Express™ system. It supports “top down” analysis of a wide range of data about your customer service operations, helping you make better, more informed decisions for day-to-day management and strategic planning in your customer service operations.

Verint Express Advanced Analytics offers the flexibility to make individual selections of dimensions, such as performance, targets, and time, allowing you to generate tabular and graphical reports and trend analysis that help you get to the heart of your customer service issues. Whether you need to drill down through the data to reveal the reasons for underlying performance problems or combine and contrast high-level trends to assist in strategic planning, the solution can empower you to do so.



Verint Express Advanced Analytics provide a wide range of data about your customer service operations, helping you make better, more informed decisions.



Key Benefits

- Create your own analyses of historical and operational data.
- Select filters, add and remove data dimensions and KPIs.
- Select how data is displayed — tables, bar charts, trends analysis, and more.
- Use the Verint® Express Reporting™ data cloud to protect operational data and ensure performance.

Designed for Performance

Verint Express Advanced Analytics is designed with scalability and performance in mind, underpinned by a dedicated data cloud that is automatically populated to help minimize the load on the Verint Express production system and speed up performance. Optional Verint Consulting Services can help you unlock even more value from your solution by enabling you to add data from external systems (such as order processing or ERP) to the data cloud.

Extend Your Benefits with Other Verint Express Solutions

Verint Express Advanced Analytics is an optional part of Verint Express™ – a comprehensive, modular suite of cloud-based customer service software specifically designed for midsize businesses and organizations. Standard reporting and analytics functionality is also included with Verint Express, offering insights into your customer service metrics and KPIs, along with other related data such as handle times, resolution rates, and the use of your knowledge base. The solution includes an API that can enable integration with external systems, allowing relevant information from ACD, IVR, and back-office systems to be displayed in the employee desktop or customer portal, helping you further personalize customer service.

Verint Express offers optional capabilities for email management, whitelist management, call and case management, outbound campaigns, web self-service, live chat, and virtual assistant. Since these solutions share the same user interface, knowledge base, and analytics – and integrate seamlessly—you can easily expand the scope and coverage of your contact handling

capabilities, enable customers to help themselves, and empower employees to work with customers and cases across all channels.

Benefit from a Cloud-Based Solution

Verint Express Advanced Analytics is a cloud-based SaaS solution, which offers functionality and data security comparable to or better than traditional on-premises deployments while helping reduce start-up times and costs and simplify system administration. As a cloud-based solution, Verint Express does not require any on-premises hardware or software installation, which can reduce the time-to-value for your project.

Verint Express Advanced Analytics – Part of the Verint Customer Engagement Optimization Portfolio

Verint Express Advanced Analytics is part of a patent-protected portfolio of customer engagement optimization solutions that help organizations enrich customer interactions, improve business processes, and optimize their workforces to enhance loyalty, increase revenue, mitigate risk, and manage operational costs.

Benefit from World-Class Consultants


Verint offers a range of Professional Services to help you get the most from your investment, including Business Advisory Services, Implementation and Enablement Services, and Application Managed Services. Regardless of the services you select, you can be confident that our experienced teams offer practical knowledge and are committed to your success.

Verint. Powering Actionable Intelligence®

Verint® is a global leader in Actionable Intelligence® solutions with a focus on customer engagement optimization, security intelligence, and fraud, risk and compliance. Today, more than 10,000 organizations in 180 countries – including over 80 percent of the Fortune 100 – count on Verint solutions to make more informed, effective, and timely decisions.


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