

Verint Express Knowledge Management

Providing customers with an intelligent search solution not only equips them to answer their own questions, but also helps you gain invaluable information about their needs from their search behavior. And by giving your employees suggested answers to the query they are processing, you can help reduce handling time, ensure consistency, and increase customer satisfaction and engagement.

Verint® Express Knowledge Management™ can do just that. It can help increase first-call resolution and improve customer satisfaction by providing quick and consistent answers for your website visitors, while helping employees get answers to customer's queries quickly and accurately.

Put Knowledge at Your Fingertips

People are now very accustomed to searching for information, but the search mechanisms are not always ready for how people search. The search term entered determines the answer (or thousands of answers) extracted from your knowledge base. But typing or spelling mistakes, synonyms, and over-generalized questions all can lead to incorrect answers.

Verint Express Knowledge Management provides a repository for all your knowledge content. It understands the differences and similarities between different search terms, and can recognize and accommodate spelling mistakes.

Verint Express Knowledge Management capabilities can be used across channels to resolve issues within the contact center or by customers through web self-service. By helping employees deal with queries faster and more reliably, the solution can reduce the need for rework and follow-up contact. It can also provide web users with suggestions to help them find the right answers as quickly as possible.



Verint Express Knowledge Management provides quick and consistent answers for your customers and employees.



Key Benefits

- Facilitates quicker, more consistent handling of customer queries.
- Helps improve productivity, handle time, and first call resolution.
- Helps shorten time between a discovered issue and a published solution.
- Helps improve customer and employee satisfaction.

Improve the Customer Experience

Verint Express Knowledge Management can be used to respond to email, phone, or live chat queries handled by the contact center, to support employees in the back office, or to assist customers who are helping themselves through Verint Express Web Self-Service™ and Virtual Assistant™. This omnichannel capability can provide users with consistent answers regardless of their communication method.

Different versions of each knowledge article can be created for use in different channels and by different users. Access to content can also be restricted to certain users, allowing you to prevent it from being shared with customers or to provide targeted content for specific groups, such as users of a particular product or service.

Verint Express also allows customers to provide feedback on their web self-service experience. Using standard reports, this feedback can be used to analyze which questions are asked most frequently and which are no longer relevant — actionable intelligence that can enable you to continuously improve your knowledge base. It is available in more than 30 languages, recognizes synonyms and word functions, and supports searching external sources, such as Microsoft SharePoint®, Google Search or other internal knowledge bases.

Extend Your Benefits with Other Verint Express Solutions

Verint Express Knowledge Management is a standard part of Verint Express™ — a comprehensive, modular suite of cloud-based customer service software specifically designed for midsize businesses and organizations. Reporting and analytics functionality is included with Verint Express, offering insights into knowledge management metrics and KPIs, along with other related data such as handle times, resolution rates, and the use of your knowledge base. Also included is 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, whitemail 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 Knowledge Management is a cloud-based SaaS solution, which offers functionality and data security comparable to or better than traditional on-premises deployments while helping to 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 Knowledge Management — Part of the Verint Customer Engagement Optimization Portfolio

Verint Express Knowledge Management 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® Systems Inc. (NASDAQ: VRNT) is a global leader in Actionable Intelligence® solutions for customer engagement optimization, security intelligence, and fraud, risk and compliance. Today, more than 10,000 organizations in over 180 countries use Verint solutions to improve enterprise performance and make the world a safer place. Learn more at www.verint.com.


Americas

 info@verint.com

 1-800-4VERINT


Europe, Middle East & Africa

 info.emea@verint.com

 +44(0) 1932 839500

Asia Pacific

 info.apac@verint.com

 +(852) 2797 5678

 verint.com

 twitter.com/verint

 facebook.com/verint

 blog.verint.com

Unauthorized use, duplication, or modification of this document in whole or in part without the written consent of Verint Systems Inc. is strictly prohibited. By providing this document, Verint Systems Inc. is not making any representations regarding the correctness or completeness of its contents and reserves the right to alter this document at any time without notice. Features listed in this document are subject to change. Not all functionality is available in all configurations. Please contact Verint for current product features and specifications. All marks referenced herein with the ® or TM symbol are registered trademarks or trademarks of Verint Systems Inc. or its subsidiaries. All rights reserved. All other marks are trademarks of their respective owners. © 2016 Verint Systems Inc. All Rights Reserved Worldwide. 03.2016