

Verint Mid-Market Channel FAQ

Frequently Asked Questions

At Verint®, we understand that our partners need timely information and efficient processes to help close deals. The frequently asked questions below can help expedite opportunities associated with the Verint Mid-Market Group.

- **I've uncovered a Verint Workforce Optimization™ opportunity. What do I do?**

If you have uncovered a Verint WFO opportunity, reach out to your Verint Mid-Market Regional Sales Director for the creation or validation of solution designs and quotations for software and services.

- **Is it possible to receive a demonstration of the Verint WFO solution?**

Verint is happy to provide demos of its solutions and has a team of solutions consultants available to you and your prospects. Please contact your Verint Mid-Market Regional Sales Director to schedule a demo.

- **How do I register a Verint WFO opportunity?**

Once you have contacted your Verint Mid-Market Regional Sales Director, the opportunity is entered and registered in our CRM system.

- **How do I access Verint WFO collateral?**

Verint WFO collateral can be found on Verint Connect, Verint's partner portal. To register, use this link: <https://oaccess.verint.com/ExtranetRegistration/forms/default.aspx>.

The Verint Mid-Market Group has a unique page within Verint Connect that can be accessed here after you have registered:

<https://verintconnect.com/PathFinder/Pages/Verint-Mid-Market.aspx>.

- **How do I receive additional training on how to sell Verint WFO?**

To receive additional training, enablement, competitive intelligence, and more, contact Tiffany Hess, VP Channel Development (tiffany.hess@verint.com) or Joe Halloran, VP Cloud Development (joe.halloran@verint.com).

- **Whom do I go to for escalations regarding Verint WFO?**


If you are unsure who your Verint Regional Sales Director is or have an escalation, contact Tiffany Hess, VP Channel Development (tiffany.hess@verint.com) or Joe Halloran, VP Cloud Development (joe.halloran@verint.com).

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