Verint Knowledge Management

Customer expectations for service are rising, and so is the complexity of the typical service request. To answer complex questions efficiently, your employees need a central repository of up-to-date information where they can easily find answers and respond quickly across the appropriate channels and devices.
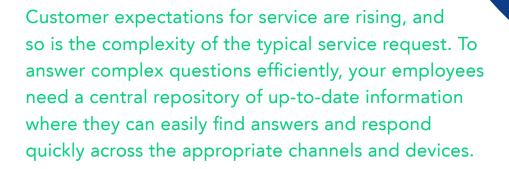
Verint® Knowledge Management™ is a highly scalable solution that makes it easy to deliver the right knowledge to users in the contact center and to customers through self-service. It can give your agents the tools they need to provide exceptional service while helping you increase first-contact resolution, improve the consistency and quality of answers, enhance compliance with regulations and company processes, and reduce agent training time. This flexible solution is available in a variety of packages and deployment models, including:

Verint Knowledge Management – Professional

Available via public or private cloud, the Professional edition frees you from the hassle of software updates and version compatibility—it's all handled for you as part of your subscription. The solution provides a broad range of functionality, including:

- **Rich text authoring environment** – Easily create knowledge articles formatted with tables, images, video, and more.

- **Out-of-the-box knowledge templates** – Select from pre-defined templates for common knowledge types, such as alerts, articles and FAQs.

- **Configurable approval workflow** – Define which reviewers need to approve knowledge before it is published.

- **Version control and audit capabilities** – See previous revisions of each article and revert to earlier versions if needed.

- **Publish and expiration dates** – Define when knowledge should be made available, and when it should automatically expire.

Now you can:

- Deliver rich knowledge for a wide variety of user types, languages, and communication channels.

- Cut call volume in half through self-service knowledge.

- Reduce average handle time while improving response accuracy.

- Deliver relevant information automatically to reduce employee training time.

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- **Multidimensional taxonomy and entitlement structure** – Assign relevant product, region, and permission tags to content to help users find the right information faster.

- **Keyword and natural language search** – Search for knowledge in everyday language, taking advantage of synonyms and natural language patterns.

- **Multilingual authoring and search** – Author and search for content in a variety of languages.

- **Knowledge ratings and feedback** – Continuously improve the quality of the knowledge base by soliciting feedback and ratings from end users.

- **Bookmarks, alerts, must-reads and featured content** – Identify special kinds of content that can be easily accessed — a benefit for expediting searches on common issues or providing information supporting new campaigns.

- **External content spidering** – Search content from websites and file systems in addition to native knowledge base content.

Verint Knowledge Management – Enterprise

Verint Knowledge Management - Enterprise provides the functionality of the Professional edition, along with:

- **On-premises deployment options** – Install the software in your own data center, or in a private cloud.

- **Guided assistance and decision trees** – Guide users through a multistep question-and-answer process to find answers to complex issues.

- **Extensible organizational hierarchy** – Map your organization's roles and entitlements into the system to help protect information and define the right steps for authoring, reviewing, and approving content.

- **Extensible contextual automation** – Use a wide variety of customer data points to personalize knowledge to a particular interaction.

- **Extensible content types and tag dimensions** – Create your own knowledge template types and tag dimensions to match your organization's knowledge needs.

- **Extensible user interface** – Modify the employee user interface to your own design.

- **Integration with Verint Quality Management™** – Leverage synergies between these products to determine what knowledge is needed to best enable your employees.

- **Out-of-the-box, self-service portal** – Leverage a pre-built portal for customers to access knowledge.

- **Single sign-on and active directory integration** – Automatically acquire employee credentials from a central store, eliminating the need for each employee to log in.

With Verint Knowledge Management, you can address today's complex customer service environment and assist customers and agents across all channels.

Part of the Verint Customer Engagement Portfolio

Verint Knowledge Management is part of a 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.

The Customer Engagement Company™

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