

Verint Mid-Market Solutions

At Verint®, we understand that your success depends on solutions that are proven, practical, and flexible — no matter the size of the contact center. That’s why we offer product packages to help you bring our market-leading, unified workforce optimization solutions to mid-sized centers.

The Essential packages below are designed for contact centers in the U.S. and Canada requiring 500 or fewer licenses.

Verint Workforce Optimization Packages

Package Functions	Verint Workforce Optimization™		Verint Workforce Management™		Verint Quality Management™	
	Essential	Professional	Essential	Professional	Essential	Professional
<i>On-Premises or Public Cloud</i>						
Voice Recording	●	●			●	●
Screen Recording	●*	●			●*	●
Local Archiving	●	●			●	●
Encryption	●	●			●	●
Quality Management	●	●			●	●
Forecasting and Scheduling	●	●	●	●		
Adherence	●	●	●	●		
Shift Bidding		●		●		
Time Off Manager		●		●		
Strategic Planning		●		●		
Coaching	●	●		●	●	●
Scorecards**		●		●		●

Option Key

Included in package: ●

* Up to 25 percent selective screen recording

** Up to 10 standard KPIs

For more information on the functionality outlined above, please contact a Verint representative.

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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