

Intelligent Self-Service

Improve Customer and Employee Engagement



Connected Engagement in the Customer Journey

Customers want the choice of simple and easy self-service to engage with you on their terms. That choice determines your customers' experiences. Along the customer journey, your **customers will engage with you across channels, moment by moment, moving from self-service to assisted service as needs arise.** So how, within this dynamic journey, do you modernize both customer and employee engagement so they are both empowered with the simplicity and freedom self-service delivers?

The answer begins with moving away from an approach where individual point solutions solve tactical needs and lack connected intelligence across the customer journey. Self-service outcomes rapidly evolve when you connect the dots across interaction points, and leverage an enterprise-grade platform that shares intelligence to power conversational AI self-service – through any interaction point and channel relevant to your business. That's how to truly deliver consistent, personalized engagements.

The Power of an Enterprise-Wide Intelligent Self-Service Platform

Verint believes that each customer interaction should be better than the last. Every self-service interaction holds a wealth of information on how to make the next one even better. We understand the customer journey is dynamic, and the definition of "better" changes with every customer and every interaction.

Our Intelligent Self-Service Engagement Platform makes every action the best one possible.

By combining interaction intelligence and context-rich capabilities across digital and voice self-service in one enterprise-wide intelligence platform, we eliminate engagement disparities and build trust.

That's where Verint steps in to simplify, modernize and automate customer and agent engagement with intelligent automation – however it best fits your needs.

- **Your customers and employees achieve their goals faster and with less effort.**
- **Your business improves KPIs, insights, revenue, cost-savings and retention.**

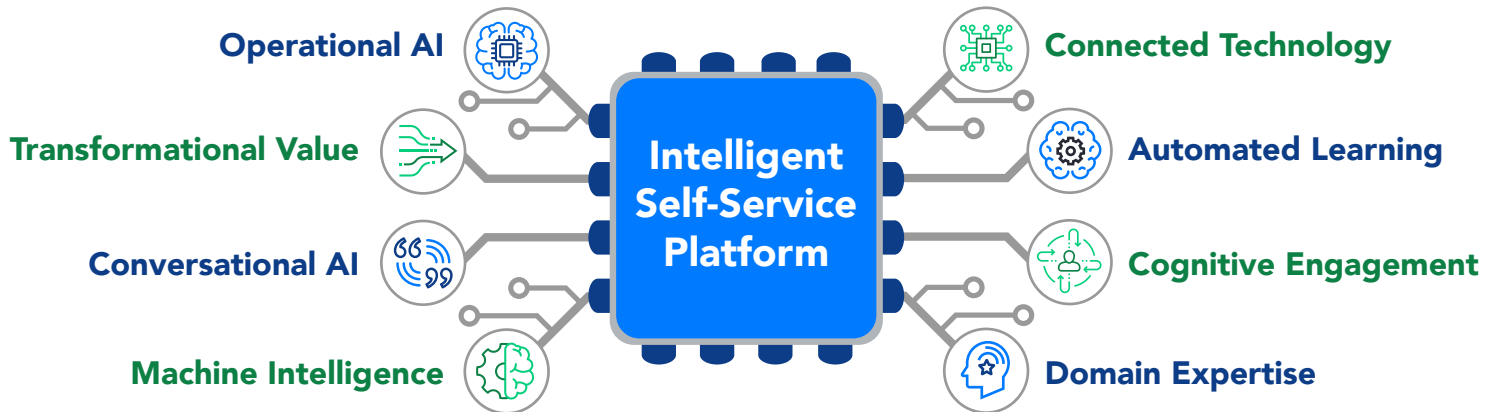
When customers switch from digital to voice and back again, or when they move from self-service to assisted service, we share gathered intelligence and our content-rich knowledgebase across Verint solutions, to deliver consistency and empower customers and employees in their moments of need, before they become issues.

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Platform Intelligence Delivers Self-Service How You Need It

With Verint Intelligent Self-Service implemented at the pace you need it, the art of the possible is just the beginning to more effectively resolve customer needs, simplify employee engagement and improve business outcomes over the long term.

- Agnostic intelligent engagement platform aligns existing builds and new initiatives
- Powering conversational AI across digital or voice channels (IVAs, IVRs, social platforms, speakers, web, apps, contact centers)
- World's largest industry-focused data library of natural language terms and patterns, business intents, unique actions
- Connects the experience with acquired knowledge, systems of record, data, personalization and knowledge articles



Our Platform delivers intelligent automation from your website and app; by IVA, Community and phone; with Alexa and Twitter; and more. Delivery channels are flexible. Possibilities are endless.

Intelligent Virtual Assistant (IVA)

Verint Intelligent Virtual Assistant (IVA) delivers human-emulated, conversational AI that powers personalized, secure and intelligent interactions across any channel to improve CX, boost revenue and lower costs. It transforms CX by answering complex questions, executing solutions, delivering the right outcomes and continuously improving. IVA integrates with IVR, KM and Community offerings.

Voice Self-Service

Verint Voice Self-Service delivers personalized, secure and contextual voice interactions through IVA and IVR – to improve automation and CX and reduce employee workload. It intelligently adapts in real time to meet changing consumer expectations, and it understands context and intent to deliver the next best action at every engagement. Voice Self-Service integrates with IVA and KM offerings.

Community Platform

Verint Community provides an enterprise social platform that empowers customer, employees and partners with

digital collaboration. It features a complete set of social applications, connects to popular social networks, integrates with mission-critical enterprise software, and helps you make better business decisions based on social data. Community integrates with IVA, KM and Web Self-Service offerings.

Knowledge Management

Verint Knowledge Management (KM) provides intelligent and natural language search capabilities that guide customers quickly through every step of their interactions, from search to resolution. Contextual KM helps deliver personalized responses relevant to each customer and employee consistently across the self-service platform. KM integrates with Verint IVA, IVR and Community offerings.

Web Self-Service

Verint Web Self-Service improves the quality of digital self-service with an agile channeling method that provides multiple escalation, given the customer's circumstances. KM is an integral content component. Web Self-Service integrates with KM and Community offerings.

Connecting the Long-Term Value

With our shared intelligence platform that connects solutions and maximizes investment value, and our continuous improvement best practices, Verint is unmatched to strategically address what's right for your business today and into the future. We continually evaluate results against your goals to support your needs as they evolve, and to deliver a consistently optimal experience.

To learn how Verint Intelligent Self-Service can improve your business outcomes, [watch the demo video.](#)

The Customer Engagement Company™

Americas

info@verint.com

Europe, Middle East & Africa

info.emea@verint.com

Asia Pacific

info.apac@verint.com



verint.com



twitter.com/verint



facebook.com/verint



blog.verint.com

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