



## Support Portal FAQ

### **Can I still create cases via email in the new ticketing system?**

You won't be able to use email to create cases, since we've found that email tends to slow down case resolution. In general, cases created via email take more time to triage properly because basic information may be lacking. Getting a case to the proper team can also take more time if information (such as the product) is not clearly identified. Additionally, higher priority cases cannot easily be distinguished from lower priority issues, and precious time can be lost on such issues.

Using the portal to create cases will help us route issues more appropriately and reduce the time needed to gather the necessary information to begin working your issue with the appropriate level of urgency from the start.

### **Can I send an attachment or screenshot via email?**

Verint can no longer accept attachments or screenshots via email. We continually review and enhance our security protocols for protecting Personal Identifiable Information (PII) from our customers as part of normal Support and Services scenarios, and these changes are enhancements to our security protocols.

### **Why do I need to install a client to transfer files?**

The transfer mechanism we are using, Aspera, is a very high-speed solution that allows for the rapid transfer of very large files, which is a requirement on many support cases. This level of performance is achieved via a proprietary transfer protocol that requires the client installation.

Files transferred to Verint in this manner are also handled with increased levels of security.

### **When I open a case, I get knowledge base results. How can I search the knowledge base directly?**

Direct access to the knowledge base (which is built on Verint® Knowledge Management Professional™) is here! Just select the Search Knowledge Base button and you are there! We're very excited about being able to provide this capability to help our customers self-serve and stay up-to-date on the latest information about our products. We are adding knowledge articles every day, so over time, the knowledge base will continue to become an even more effective tool to help you find answers to your questions without even needing to open a support case.

### **Is there a way to filter my case view so I don't see all of my cases at once?**

Yes, you can filter to show only your open cases, closed cases, or all your cases. In addition, you can view all cases opened by your company. For our partners, we also provide the ability to filter the case view based on a specific end user.



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### **Why don't I see a case status?**

Rather than show a status list, we have simplified the presentation to show whether a case is waiting for action from Verint or from you.

### **Is there a way for me to escalate my case?**

Yes! Simply press the Escalate Case button from within the Case Details screen. You will be asked to provide a reason for the escalation (lack of responsiveness, issue taking too long to resolve, etc.). Once you provide that information, the case will be escalated within Verint, and the case owner and his or her manager will be notified that you need more attention on your issue.

### **Can I reopen a case?**

Please call support to request that a case be re-opened. A list of contact numbers can be found [here](#).

### **Can I really close my case?**

Yes! By selecting the Close Case button, you can mark the case as closed, and the person working on your issue will be informed that you have closed the case.

### **I have a feature I'd like to see in the product. Can I do request this through your portal?**

This can be done through our Ideas portal, which is accessible by selecting the Submit an Idea button from the Case View or Case Details screen. On the Ideas portal, you can select the product for which you would like to request an enhancement. You will receive updates as your request is evaluated, and other members of the community can "like" your idea to increase the chance it will get implemented. Our customers are the best source of what is needed in the products, so we are excited to make this capability more readily available.

