Navigating digital disruption and the work style of next-generation employees is forcing organisations to be more focused and responsive to the needs of both customers and employees than ever before.

Armed with today's most advanced technology, the ultra-engaged employee is key to enabling the Seriously Smart Organisation.

Ultra-Engaged employees are information super brokers.

Using all channels including voice, digital, social, and mobile, they:

1. **Pull Information from across the organisation**
2. **Leverage this context to support the customer journey and influence positive service outcomes**
3. **Funnels insights back to benefit the organisation and customers**

Ultra-Engaged employees are smarter, more engaged and more efficient than their peers.

Organisations that build a smart and engaged workforce are equipped to capitalise on smart moments.

**Smart Moments** reveal buyer intent and customer needs to ensure the exact right offer and support is given at the exact right time and evolve processes to meet evolving needs to deliver more:

- Revenue
- Customer satisfaction & loyalty
- Operational efficiency
- Risk reduction
- Employee satisfaction

Resulting in more positive outcomes:

Personalised, Predictive and Productive Customer Engagement.

Verint solutions are designed to empower Seriously Smart Organisations in the areas of Customer Analytics, Workforce Optimisation and Engagement Management.

To learn more about how, go to: