



# Verint Work From Home Intelligent Assistant

Nearly every industry around the globe has been affected by the COVID-19 pandemic. We've seen large enterprises rapidly transition to a work from home model, even while the business navigates unpredictable changes to its operations. Verint® Work From Home (WFH) Intelligent Assistant can help teams adjust and thrive in this new environment, **and it's currently offered to all current Verint customers free with no license for 90 days, only a minimum set-up fee.**

## EMPOWER YOUR WORKFORCE – Wherever They Are

Verint WFH Assistant is an intelligent virtual assistant (IVA) solution ready to be deployed by Verint customers to support employees around the clock. Verint WFH Intelligent Assistant can answer questions and direct employees to the most up-to-date, compliant information related to working remote, COVID-19, and your company. And given that your HR and IT departments are overstressed dealing with today's unique challenges, Verint WFH Intelligent Assistant can provide relief to teams and support productivity with quick, accurate answers to employee questions.

### Verint WFH Intelligent Assistant uses natural language understanding intents to help:

- Set up technology (email accounts, permissions, mobile devices).
- Answer questions related to COVID-19 and business operations.
- Assist with employee connectivity (VPN set-up, remote desktop help, etc.)
- Troubleshoot IT needs related to setting up and managing a home office.
- Set up and conduct video conferencing.
- Provide HR service, including unemployment benefits, insurance, sick time, etc.

# VERINT®

## How It Works

Verint WFH Assistant is an internal, employee-facing digital IVA that can be deployed in less than two weeks for Verint customers and understands natural-language questions relating over 50 different intents. These intents have been pre-built based on AI-powered insights from real-world data backed by IT Helpdesk and HR teams, so Verint WFH Assistant is equipped to handle actual issues that your employees are facing right now. Verint WFH Assistant is equipped with Author AI, a secure response management system similar to a content management system or other web application. Author AI gives identified business users full control of changing, updating, managing, and approving how the IVA should respond to your employees.

## Get Verint WFH Intelligent Assistant, FREE

Verint WFH Assistant is supported by 15 years of award-winning enterprise IVA experience, and our extensive library of industry terms, concepts, and natural language understanding intents validated by subject matter experts. We're offering it to Verint customers for 90 days free with no license, only a minimum set-up fee, to support employees. This is an unprecedented time where real-time support and communication is needed more than ever. As such, Verint WFH Assistant can be up and running to start answering employee questions in less than two weeks.



Sign up to get Work From Home Intelligent Assistant **FREE**



## The Customer Engagement Company™

### Americas

[info@verint.com](mailto:info@verint.com)

1-800-4VERINT

### Europe, Middle East & Africa

[info.emea@verint.com](mailto:info.emea@verint.com)

+44(0) 1932 839500

### Asia Pacific

[info.apac@verint.com](mailto:info.apac@verint.com)

+ (852) 2797 5678



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