

Verint Marketplace

Providing top-notch customer engagement can be a challenge, especially if you're trying to make improvements on your own. To make it easier, you need easy access to ongoing innovation from experts in the field.



Now You Can:

- Achieve a faster time to value with pre-built categories, reports, widgets, and more.
- Benefit from our open development strategy by receiving the latest insights and innovations.
- Realize even greater value from your Verint solutions.

Verint® Marketplace™ gives our customers immediate access to the latest innovations across several of our key customer engagement solutions. Updated on a regular basis, this online marketplace showcases the most current updates based on thousands of customer deployments and the deep expertise of our highly experienced consultants. Customers can easily download these updates and install them into their own environment, whether on-premises or in the cloud.

As a core part of Verint's cloud platform and open development strategy, the Verint Marketplace is designed to help all of our customers get the most from their Verint solutions. We are rapidly expanding the assets available there, including important updates to our analytics, community, and automated quality management solutions. As it grows, the Verint Marketplace will be a central repository for Verint, our customers, and our partners to share innovations.

The downloadable assets in the Verint Marketplace can help organizations achieve a rapid ROI and faster time-to-value with their solutions. The pre-built assets are tested for accuracy and impact and help organizations quickly adjust to industry trends. The site is frequently updated with additional assets, many of which are free to Verint customers.

VERINT®

Verint Marketplace

Gain Extended Value from Analytics

One of the key areas of focus of the Verint Marketplace is our analytics solutions. Verint Speech Analytics™ and Verint Text Analytics™ customers can view and download more than 100 pre-built categories and reports, updated on a frequent basis. These assets are completely complimentary to Verint analytics customers. Most reports and categories are compatible with earlier versions of Verint Speech Analytics and Verint Text Analytics, so new and experienced users can take advantage of them.

Categories and reports in the Verint Marketplace are ready to use right out of the box. Available for a variety of industries, the categories have been tested for accuracy by our team of experts and include keywords and phrases for new inquiry types around COVID-19.

Drive Automation and Scale with Updated Reports

Beyond categories, the Verint Marketplace also includes a number of updated reports. These reports leverage artificial intelligence to enrich your existing data, adding key information such as customer sentiment score for every interaction. Verint-certified reports can easily be scheduled to run automatically on a daily, weekly, and monthly basis to distribute critical business insights to decision-makers across the enterprise.

Because the Verint Marketplace is part of the online Verint Community™, users also have access to a robust library of best practices, tips and tricks, answers to common questions, and more, all at no cost. These community resources, in addition to the resources available for download in the Verint Marketplace, can help your organization realize even more value from its Verint solutions.

Part of the Verint Customer Engagement Portfolio

The Verint Analytics Marketplace is part of a patent-protected portfolio of cloud solutions for simplifying, modernizing, and automating customer engagement to drive strategic impact across the enterprise.

Benefit from World-Class Consultants

Verint offers a range of Professional Services to help you get the most from your investment, including Business Advisory Services, Implementation and Enablement Services, and Managed Services. Regardless of the services you select, you can be confident that our experienced teams offer practical knowledge and are committed to your success.



Learn more at
www.verint.com/engagement

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