

Verint Innovate Awards 2023

This year, we are inviting you to enter the awards and share your successes.

It’s quick, easy with lots of benefits for you!

Tell us a little more about you:

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| Name: |  |
| Business email: |  |
| Company |  |
| Business phone |  |
| Team or person nominated for the awards (including job titles) |  |
| Award category (you can enter for more than one category):See full list of categories below Award nominee’s email |  |

Here we go - Your entry for the Verint Innovate Awards 2023

**Did you know? Our writers would love to help you write your entry – book a 20 minute call, they will draft your entry in all confidentiality and send it to you for review – all you then need to do is submit it. Just email** **sabine.becker@verint.com** **for the latest availability.**

**Which Verint solution(s) are you using?** *(Insert details in the blue boxes)*

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**Overview & Challenges** – What were your key challenges and the reasons for choosing/using this solution to overcome them? How is your entity organised, ie provide some background, for example on the size of the operation in terms of customers you may help or the volume of interactions etc.

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**Objectives** – Detail the objectives, strategy and requirements to deliver on your particular project and/or challenges.

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**Innovation** – Outline any examples of innovative and forward thinking from individuals or teams throughout your particular project.

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**Results** – Provide clear metrics to demonstrate the results achieved. This could include improving customer satisfaction, increasing revenue, reducing operational costs, enhancing productivity and mitigating risk etc. across contact centre, back-office, branch, or marketing operations.

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Verint Innovate 2023 Categories.

1. **Excellence in Workforce Engagement:** For embracing new ways of managing the modern workforce, such as empowering agents, supporting agent wellbeing with flexible working or for adding a new kind of workforce of bots. This category is open to organisations who use automation to support, benefit, and empower their agents.
2. **Innovating with AI & Analytics:** For transforming business and boosting customer engagement by embracing new technology: advanced machine learning models, natural language processing, intent recognition, and analytics engines.
3. **Driving Digital-First Engagement:** For creating customer journeys with a connected experience across your consumer’s channel of choice to create differentiated experiences at scale that drive customer loyalty.
4. **Elevating Experience Management:** For driving positive business outcomes by using multi-channel experience management solutions to analyse, predict, and prioritize change at scale.
5. **Excellence in Back Office:** For demonstrating significant improvements in Back Office operations which have led to efficiencies and enhancements that positively impact operational performance and the overall customer experience.
6. **Customer Engagement Champion:** For an individual or team who goes above and beyond in their day-to-day role, whether in the contact centre, CX, back office, branch, or marketing, to help their customers have better experiences, and in turn help their organisation to close the Engagement Capacity Gap.
7. **Better Together Award:** For an organisation that has successfully brought silos together to create a One Workforce strategy, delivering visible, understood and connected customer interactions.
8. **Engaged Customer of the Year Award:** This award will be given to our most engaged customer who has demonstrated a strong implementation of Verint Solutions, engagement with Verint and other customers, and is an active Verint Elevate member.

We’d love to share your incredible story, if that’s ok with you.

**Everything will always be sent to you for approval beforehand!**

**Social Media**

The nominee is happy to be included in short posts in the running up to the awards and congratulating shortlist entries, runners up and winners and announcing the awards ceremony. **YES/NO**

**Case Study**

All our best entries will be shortlisted to become case studies – we will send you a draft which you can review and change – you will receive 1 day of services for this in return for your time. Would you be interested? **YES/NO**

**Press Release**

If the nominee is selected as a winner, will the nominee’s organisation agree to participate in a joint press release, as well as recognition on Verint.com, announcing the nominee as an award recipient? **YES/NO**

We are looking forward to celebrate your successes with you!