

Verint Digital Experience

Your customers and employees are more demanding and less patient than ever before. They expect their needs to be met wherever, whenever, and however they choose. How can you excel in such a challenging environment?

Verint® Digital Experience™ captures customer-initiated feedback via web and mobile channels throughout the digital customer journey, empowering you to make smarter, faster business decisions. By capturing rich context with each experience submission and combining it with advanced analytics and text mining, the solution helps facilitate timely, targeted, and decisive action. As a result, you can improve the consistency and quality of the experience and drive measurable — and immediate — business impact.

Empower Your Organization to Act

With Verint Digital Experience, customers can have a voice at all points in their digital interactions with you by simply clicking on our iconic feedback symbol [+]. Because their comments are captured verbatim, you can get honest, actionable insight into how people feel about their experience with your business — and use it to make informed business decisions.

People expect you to respond quickly and effectively to what they tell you. Through advanced analytics, text mining, and data visualization tools, Verint Digital Experience can empower you to identify comments of significance and key experience trends — in the right context — to act quickly and with precision.

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Now you can:

- Capture actionable and diagnostic digital experience data to drive improvements across your omnichannel engagement.
- Gain a deeper understanding of customer and employee emotion and behavior to unlock hidden opportunities.
- Tune digital experiences with precision via an automated analysis process that facilitates timely, targeted actions for achieving desired business outcomes.

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Improve Your Customer and Employee Experience

To cultivate customer advocacy in today's hypercompetitive market, your organization must continuously improve the quality and consistency of the experience it delivers. Verint Digital Experience can power long-term improvements through benchmarks and data-driven recommendations. It can help you deliver an optimized experience, improve sales, cultivate loyal customers and employees, and increase customer lifetime value.

Engage with People Throughout Their Journeys

With Verint Digital Experience, your customers and employees can leave feedback at a variety of touchpoints:

- **Website** — Page-specific experience feedback offers deep, strategic insights on satisfaction, conversion, retention, cart abandonment, overall sales, and more.
- **Mobile** — Mobile-optimized feedback solutions capture actionable customer feedback and detailed context about your mobile environment, from any mobile device.
- **Location** — Location-based feedback helps you gather experience insight from physical locations, with specific context for improving sales and understanding non-buyer behavior.

Strategic Experience Improvements

Verint Digital Experience can provide you with real-time insight to confidently make key strategic experience improvements, including:

- Optimizing and/or redesigning your website.
- Delivering an optimal mobile experience.
- Connecting your channels to create sustainable competitive advantage.
- Improving satisfaction continuously.
- Developing accurate and comprehensive journey maps.
- Building a more people-centric culture across your company.

Part of the Verint Customer Engagement Portfolio

Verint Digital Experience 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.

The Customer Engagement Company™

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