

Verint Knowledge Management

Creating outstanding customer experiences is vital for engaging and retaining customers, but it's not easy. Customers expect to receive the right answers to their questions immediately, no matter how complex their requests. Your employees need a single place where they can easily find answers and respond quickly across the appropriate channels and devices.

Verint® Knowledge Management™ is a highly scalable solution that provides customers and contact center agents with instant access to information. It can help you increase first-contact resolution, improve the consistency and quality of answers, achieve compliance with regulations and processes, and reduce agent training time.

Automate Knowledge Development and Delivery

With flexible deployment models, packages, and services, Verint Knowledge Management offers a range of functionality, including:

- **AI-Infused Search** – Use patented cognitive intelligence to store and recall information, so searches can recognize what people mean versus what they type. Built-in domain-focusing mechanisms help produce accurate results specific to your business, and self-learning capabilities can keep results in tune as the knowledge base grows.
- **Automated Content Clustering** – Lower the burden of manual tagging and linking to help optimize content results. The knowledge base can automatically analyze new content and optimize it for searching. Automated content development tools define best links between content sources.
- **Zero-Click Knowledge** – Leverage cognitive search capability to generate 'knowledge dynamically and proactively, present answers in context of the moment, and recommend the next best information as users work.
- **Rapid Deployment and Responsive Design** – Deploy a high-quality system quickly. Leverage the knowledge base on any device and integrate to your business' brand experience.

* Specific functionality depends on the deployment model and package selected.

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Now you can:

- Rely on a single source of answers across all employees, languages, and channels.
- Cut call volume dramatically through self-service knowledge.
- Increase productivity and reduce average handle time and escalations in your contact center by enabling agents to find accurate answers to customer inquiries quickly.
- Enhance customer satisfaction by enabling agents to anticipate and deliver next best answers to callers automatically.
- Decrease the cost, time, and effort to bring relevant knowledge online.

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Provide “Knowledge As a Service”

When you choose Verint Knowledge Management, you get a proven solution deployed in some of the largest, most complex operations, with some spanning more than 20 languages, hundreds of thousands of content objects, and enterprise-level usage. Other features include:

- **Rich, Multilingual Authoring and Workflow** – Easily create knowledge articles formatted with tables, images, video, and more. Define who needs to approve an article before it is published. View previous versions of articles and go back to earlier versions as needed.
- **Article Tags for Filtering** – Assign relevant product, region, publish/expiration, and permission tags to content to help users find the right information faster. Use multiple filters to quickly and accurately hone in on best answers, and leverage faceted searching to present best filter options dynamically as users search.
- **Integration with Verint Agent Desktop™** – Leverage deep, inherent integration to drive contextual knowledge across relevant interactions and screens in the agent desktop and workflow.*

Extend Knowledge Value Across the Organization

Verint Knowledge Management can be linked to additional tools to leverage knowledge wherever it is needed. You can expose knowledge through configurable web self-service, IVA, and social community applications to help drive online customer success and satisfaction, and reduce contacts into the contact center.

Full API support makes it possible to quickly integrate and expose knowledge on any relevant support channel, including agent desktops and CRM tools, self-service applications, back-office and workforce optimization suites.

Use Context for Faster Service

Verint Knowledge Management uses context to personalize results, often resulting in the right knowledge appearing with little to no searching. Examples include:

- **Customer History** – Use information about customers, such as products owned and active cases, to drive what knowledge articles are likely to be needed.
- **Contact Question Details** – Search automatically for relevant answers using text from the customer’s chat message, email conversation, or IVR selections without needing to manually type a search.
- **Verint Desktop Process Analytics™ Integration** – Provide direct feedback and triggers on screen interactions to drive best knowledge response and assess quality.**
- **Verint Real-Time Speech Analytics Integration** – Enable Verint Real-Time Speech Analytics™ to analyze calls and automatically present contextual results based on words spoken.†
- **Agent Desktop Integration** – Present knowledge management articles inside the agent desktop to drive next best actions forward in real time, as workflow and agent actions evolve.

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.

* Requires Verint Agent Desktop.

** Requires Verint Desktop and Process Analytics.

† Requires Verint Real-Time Speech Analytics.

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