

Verint Knowledge Management Professional



Creating outstanding customer experiences is vital for engaging and retaining customers. But delivering optimal experiences consistently can be challenging, whether through assisted or self-service channels.

Verint® Knowledge Management Professional™ is a modern, SaaS-based knowledge solution that provides users in your contact center with instant access to information. Its patented, AI-infused search technology can quickly find and present users with accurate, relevant answers, eliminating time-consuming research. It's an innovative solution that can help you deliver exceptional service, enhance agent productivity, and reduce escalations in self-service. You can be up and running in weeks with its automation and cloud capabilities, and grow the solution as your business evolves.

With Verint Knowledge Management Professional, you can enable your organization to support multiple products, services, languages, and channels effectively. It can direct agents quickly to the information they need—while automatically organizing the information being searched. The system automatically clusters relevant information as it's being used, reducing the time and effort required to build and maintain a knowledge solution, and increasing the relevancy of answers provided to your team. Moreover, its responsive design can enable you to deliver engaging, branded experiences to mobile devices—a key advantage for today's on-the-go workforce.

Verint Knowledge Management Professional stores and recalls information in the same way that the human brain thinks. It uses machine intelligence to determine an agent's real intent by relating concepts and recognizing the meaning of words in different contexts. By recognizing what agents *mean*, as opposed to what they actually *type*, it can deliver highly accurate results quickly.

Now you can:

- Increase productivity and reduce average handle time and escalations in your contact center by enabling agents to find accurate answers to customer inquiries using AI-powered search.
- Enhance customer satisfaction by enabling agents to anticipate and deliver next best answers to callers automatically.
- Leverage intelligent automation to decrease the cost, time, and effort to bring relevant knowledge online.
- Accelerate deployment and realize a faster return on investment via a SaaS solution with enterprise-grade cloud security and scalable performance.

VERINT.

Verint Knowledge Management Professional

Simplify and Modernize Knowledge Administration

Verint's AI-infused tools help optimize the speed and quality of knowledge development, and provide capabilities to support multiple groups, content types, and workflows, including:

- **Knowledge Creation** – Easily create knowledge articles with tables, images, video, and more. Pre-set content types can be defined to fit the style and format for different tasks or groups. You can view previous versions of articles and go back to earlier versions as needed. By assigning relevant product, region, publish/expiration, and permission tags to content, you can help users find the right information faster, and drive personalized results for different audiences.
- **Automated Workflow Support** – Leverage the cognitive search technology to identify “smart links” to existing content within the authoring process. Easy-to-use graphical tools help dramatically expedite decision tree design. Configurable workflow tools can assign tasks and route content contributions and user feedback automatically.
- **Actionable Analytics** - Comprehensive reporting tools help you guide knowledge improvement by measuring agent effectiveness, revealing knowledge gaps, monitoring the types of questions agents ask, and measuring key performance indicators. Reports can be exported for further analysis and presentation.

Automate Knowledge Development and Delivery

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

- **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.

Part of the Verint Customer Engagement Portfolio

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

The Customer Engagement Company™

Americas

info@verint.com

1-800-4VERINT

Europe, Middle East & Africa

info.emea@verint.com

+44(0) 1932 839500

Asia Pacific

info.apac@verint.com

+(852) 2797 5678



verint.com



twitter.com/verint



facebook.com/verint



blog.verint.com

Unauthorized use, duplication, or modification of this document in whole or in part without the written consent of Verint Systems Inc. is strictly prohibited. By providing this document, Verint Systems Inc. is not making any representations regarding the correctness or completeness of its contents and reserves the right to alter this document at any time without notice. Features listed in this document are subject to change. Not all functionality is available in all configurations. Please contact Verint for current product features and specifications. All marks referenced herein with the ® or TM symbol are registered trademarks or trademarks of Verint Systems Inc. or its subsidiaries. All rights reserved. All other marks are trademarks of their respective owners. © 2020 Verint Systems Inc. All Rights Reserved Worldwide. 7.2020

VERINT®