

# Verint Text Analytics



## Now You Can:

- Gather insights about key topics of concern for your customers across large volumes of text-based data.
- Identify, explain, and track sentiment across interactions to determine areas of customer dissatisfaction.
- Surface unknown topics or emerging issues to act quickly.
- Combine insights from text and voice-based channels for a unified view of interactions across your contact center.

As customers increasingly become digital-first, many of your customer service interactions occur in text-based channels such as chat, email, and social media. To understand your customers' challenges and concerns, you need an easy way to analyze these conversations to produce meaningful insights.

Verint® Text Analytics™ uses advanced artificial intelligence to automatically analyze, identify, and render patterns and trends across multiple languages from chat, email, surveys, and other digital interactions. Predefined language templates with industry-specific terms can speed insights into key contact center metrics and KPIs. You can also include up-to-date, specific business knowledge and subject matter expertise of your own, to keep up with the ever changing language of customer interactions.

The solution offers insight into customer sentiment and can reveal issues that demand immediate attention, as well as those starting to bubble up to the surface. It can help you understand customer attitudes and preferences concerning your organization, products, services, processes, and employees.

## Discover Key Themes Automatically

Using automated theme discovery, Verint Text Analytics can identify new discussion topics and conversational relationships without users having to predefine them. You can understand and analyze customer issues and needs across interactions quickly, helping you take prompt action. You can also leverage these system-generated themes to create categories for long-term analysis and trending. Because Verint Text Analytics can continually refine and add new themes over time, it can help you stay on top of customer perceptions and what's being communicated during large volumes of interactions across multiple channels.

# VERINT®

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## Improve Contact Center KPIs

Right out of the box, Verint Text Analytics provides key metrics that can help you assess operational efficiency and productivity in your text-based channels, including customer effort, handle time, agent/customer response times, and the number of messages required to resolve an issue. This can help your contact center optimize its processes and performance, facilitating better customer experiences.

Verint Text Analytics supports conversational analytics and can separate interactions into employee and customer streams. This can enable you to analyze and understand what customers say versus what employees say, so you can hone-in on the knowledge, behavior, and emotions expressed by both parties. Precise and highly actionable, this level of insight can help you quickly formulate specific actions to improve processes or enhance employee performance and skills.

## Optimize Omnichannel Customer Engagement

Deploying Verint Text Analytics together with Verint Speech Analytics™ enables your organization to use Verint Interaction Analytics, which converges insights across your communication channels for even greater insight and impact. A powerful set of dashboards, actions, and alerts combine sentiment, categories, and other insights across voice and text channels, giving you immediate insights and closed-loop actions and workflow to improve your customer experience.

As contact centers increasingly handle interactions across a wide variety of channels, this unified view across your customer experience is imperative to assess and improve the quality of your customer service.

## Speed Time to Insights with Verint Marketplace

All Verint Speech Analytics and Text Analytics customers have complimentary access to the online Verint Marketplace™. The Verint Marketplace is a comprehensive portal for the latest information, best practices, tips, and FAQs, as well as downloadable, out-of-the-box categories and reports to keep your system up to date.

## Part of Verint Customer Engagement Cloud Platform

Verint Text Analytics is part of a patent-protected portfolio of cloud solutions that enables the world's most iconic brands to efficiently connect work, data, and experiences to build enduring customer relationships.

## 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](http://www.verint.com)

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