

VERINT®

Customer Engagement

Verint® Customer Engagement™ helps organizations simplify, modernize, and automate customer engagement across the enterprise.

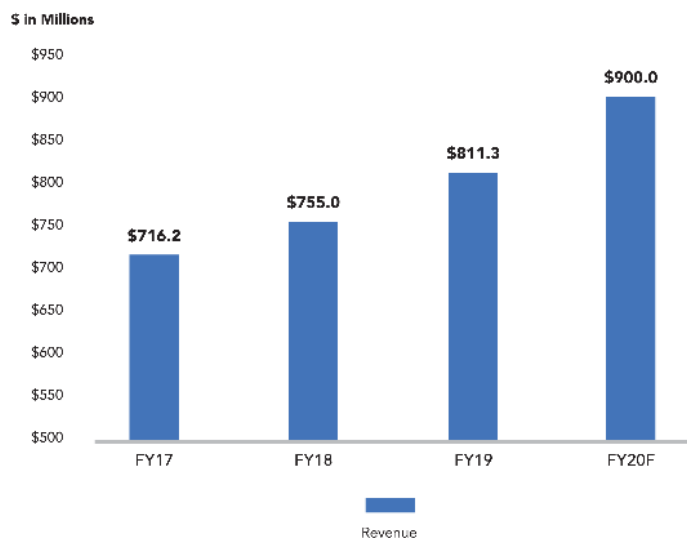
As *The Customer Engagement Company*™, Verint is an established global leader in cloud and automation, with over two decades of experience helping organizations worldwide elevate customer experience and reduce operating costs.

Organizations worldwide leverage our solutions across the enterprise — in their contact center, branch, back office, fraud and compliance, customer experience, and digital marketing operations — to help turn customer and employee engagement into a sustainable competitive advantage.

New SaaS ACV:
>80%

Cloud Revenue Growth:
>40%¹

Financial Strength²



¹ FY20F new SaaS ACV and cloud revenue growth based on December 4, 2019 guidance.

² Non-GAAP metrics. Customer Engagement GAAP revenue in FY17, FY18 and FY19 was \$705.9 million, \$740.1 million and \$796.3 million, respectively. FY20F based on December 4, 2019 guidance. Fiscal year ends January 31.

Verint Customer Engagement Cloud



Leading Brands Choose Verint to Power Customer Engagement



Market Leadership: Awards & Accolades

| | | | | | |
|--|---|--|---|--|---|
| <p>LEADER</p> <p>Gartner</p> <p>Gartner Magic Quadrant for Workforce Engagement Management</p> | <p>HIGHEST CURRENT OFFERING SCORE</p> <p>FORRESTER</p> <p>The Forrester Wave™: Customer Service Solutions</p> | <p>CUSTOMER EXPERIENCE: VERINT UNIFIED VOC</p> <p>VENTANA RESEARCH</p> <p>Ventana Research Digital Innovation Awards</p> | <p>A STRONG PERFORMER</p> <p>FORRESTER</p> <p>The Forrester New Wave™: Conversational AI for Customer Service</p> | <p>#1 MARKET SHARE</p> <p>DMG CONSULTING LLC</p> <p>DMG Consulting WFO & Recording</p> | <p>TOP CUSTOMER SCORE IN OVERALL VENDOR SATISFACTION</p> <p>DMG CONSULTING LLC</p> <p>DMG Consulting Vendor Satisfaction for Intelligent Virtual Agents</p> |
|--|---|--|---|--|---|

Sources (left to right):

Gartner Magic Quadrant for Workforce Engagement Management, January 18, 2019; The Forrester Wave™, Customer Service Solutions, Q2 2019, June 18, 2019; The 12th Annual Ventana Research Digital Innovation Awards for Customer Experience – Unified VoC, July 2019; The Forrester New Wave™: Conversational AI for Customer Service, Q2 2019, June 11, 2019; DMG Consulting, Contact Center Workforce Optimization Market Share Report, May 2019; DMG Consulting, 2019/2020 Intelligent Virtual Agent Product and Market Report, published Q2 2019.

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. © 2019 Verint Systems Inc. All Rights Reserved Worldwide. 12.2019

VERINT®