

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:
71%

Cloud Revenue Growth:
46%¹

¹ FY20 new SaaS ACV and cloud revenue growth based on FY20 results.

Financial Strength²



² Non-GAAP metrics. Customer Engagement GAAP revenue in FY17, FY18, FY19 and FY20 was \$705.9 million, \$740.1 million, \$796.3 million and \$846.5 million, respectively. 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>
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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.

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