

The Verint Customer Engagement Cloud Platform and Open API Ecosystem

The expanding number and variety of interaction channels, shift to cloud, and explosion of AI are dramatically changing how your customer engagement solutions interact with the extended enterprise ecosystem. Supporting greater numbers of integrations and more complex, end-to-end processes requires an open technology platform that can enable you to easily extend and adapt applications and workflows according to your needs.

Extend the Value of Your Verint Applications

Verint® offers a broad customer engagement platform that provides outstanding operational benefits and delivers best-in-class functionality. However, your Verint solutions do not exist in isolation — you need them to work seamlessly with your organization's other business solutions.

With Verint Customer Engagement Cloud Platform, you can do more with Verint applications than you might have envisioned.

You can deliver new use cases, build adapters into your solution ecosystem, and integrate Verint products with other business applications. The platform offers tools that can enable you to build your own unique solutions, using Verint applications, to close the Engagement Capacity Gap™ — the gap between what your organization needs to do to meet customer expectations and the resources you have available to do it.

Implement an Open Strategy and Reap the Benefits

For Verint, openness is not a feature, it's a strategy.

Our customer engagement platform is based around the imperative to offer simple and open connectivity between your Verint solutions and other applications that help keep your business running.

To do this, we make available an ever-increasing number of open APIs that have been designed to help you easily integrate your data and processes, so you can deliver value-added services and differentiate yourself from your competition.

VERINT



Executive Perspective

Verint Connect and the Verint Marketplace

Our open development approach is underpinned by Verint Connect, our customer and partner community. This helpful community includes:

- The Verint Marketplace™, where you can download software components (such as APIs, configurations, and application extensions), widgets, and reports contributed by Verint, partners, and customers, accelerating time-to-value.
- The Verint Developer Portal, where you can engage directly with the Verint technical community, explore information and documentation about our APIs, and access educational content and discussion forums.
- A rich resource center that provides a one-stop shop for all Verint documentation and self-paced learning.

Let Your Data Work for You with Verint

In today's competitive world, it's paramount that you get all the value out of your business solutions and data that you possibly can.

With Verint's open platform, wealth of APIs, and the resources offered in Verint Connect behind you, that task is easier and more achievable. You'll have access to more data, from more sources. And with the ability to establish a wide range of integrations and automated processes, you can gain improved oversight and insights, and benefit from less need for manual processing and intervention. By doing so, you'll be able to help your organization gain a competitive edge and achieve Boundless Customer Engagement™.



Learn more at
www.verint.com

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