VERINT

Verint Da Vinci™ AI and Analytics

combines next-gen AI with unparalleled, quality customer engagement data to drive the AI-powered results businesses need.

Verint Da Vinci AI and Analytics

Infused with advanced machine learning models, natural language processing, intent recognition models, predictive modeling, and analytics engines embedded in Verint Customer Engagement Cloud Platform, Verint Da Vinci AI and Analytics activates insights and automates experiences across your business. Built on market-leading customer engagement data from billions of real-world interactions every year and continuously innovated with expertise from Verint AI Labs, Verint Da Vinci drives a broad range of solutions within the platform.

Verint Da Vinci elevates AI and analytics into insights and actions to turn your AI ambitions into meaningful and measurable outcomes.

Powerful Intelligence Accelerates Outcomes

With Verint Da Vinci, you can respond faster to changing customer and employee needs. Build new business processes with precision. Create differentiated customer experiences based on one of the richest data sets, analyzing over 10 billion customer engagement interactions annually across thousands of customers in every industry across the Verint Customer Engagement Cloud Platform.

Natively embedded in Verint Cloud Platform, Verint Da Vinci powers all applications running in the platform with advanced AI and automation. It provides you with intelligence about your business, customers, and employees so you can:

• Convert unstructured data to intelligence and action.
• Use machine learning to improve business process.
• Understand customer or employee sentiment.
• Determine customer intent of a verbal or written conversation.
• Detect anomalies in data and take action.
• Identify trends and opportunities in customer interactions with predictive modeling.
• Remove the guesswork from business decisions.

VERINT. The Customer Engagement Company™
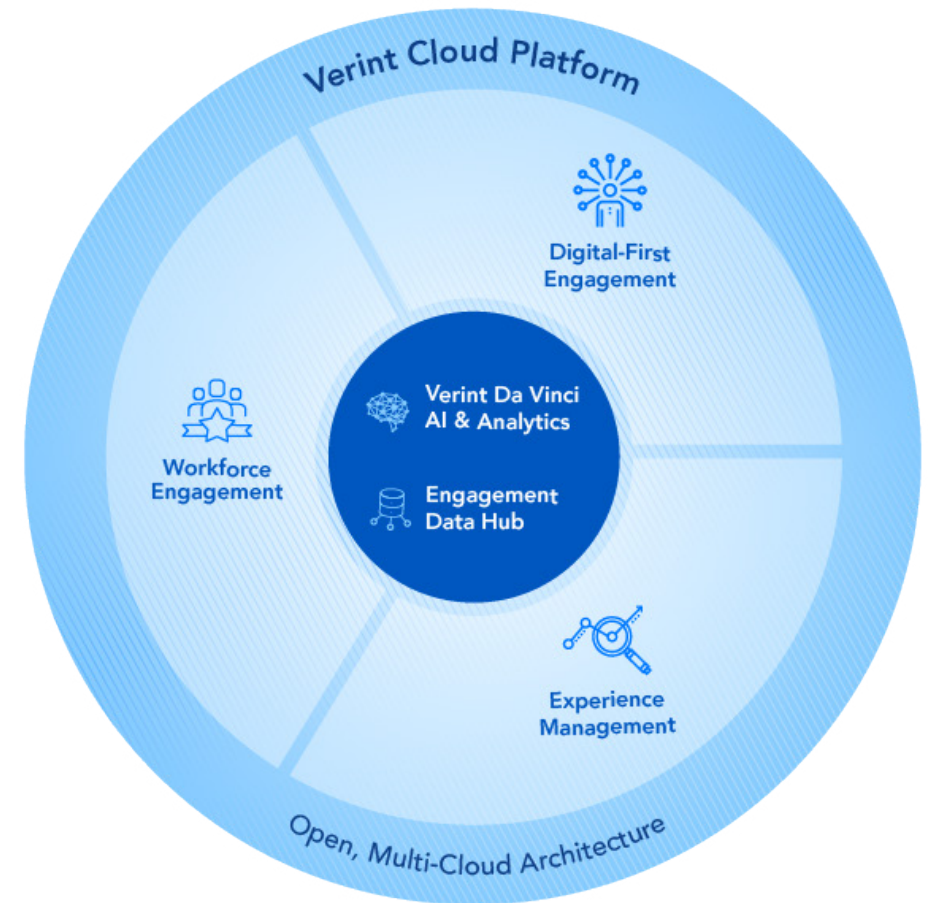
The Engagement Capacity Gap

As consumers shift to digital channels, brands are facing an increasing number of interactions and skyrocketing expectations. Most businesses have a limited set of resources to engage with customers. This widening gap between expectations and results is the Engagement Capacity Gap™.

Powered by Verint Da Vinci, Verint Cloud Platform closes the Engagement Capacity Gap by enabling organizations to quickly adopt automated, best-in-class solutions that can delight customers throughout their journey and on their terms – when and where they want to purchase, interact, and receive service. With Verint Da Vinci, the platform connects your data across the enterprise to provide much-needed clarity into your performance on how you're engaging with customers and finding ways to put your employees' talents to best use.

Verint Labs Advances Customer Engagement

Verint Da Vinci is supported by Verint Labs, where we turn breakthrough science into high-impact, customer engagement solutions.

Verint Labs features a large and growing team of data and AI scientists, including research scientists, data scientists, and over 40 PhDs working on pure and applied research to advance Verint Da Vinci and solve global customer engagement challenges. Leveraging their decades of experience with deep data and AI skills, Verint has more than 600 patents supporting customer and employee engagement, automation, and AI.

Verint Labs actively collaborates with customers, partners, external research organizations, and universities worldwide to focus on new product development and improving AI and machine learning capabilities, driving the research-to-product pipeline of Verint Da Vinci and Verint Cloud Platform.

DATA ASSETS

10 billion customer interactions processed every year

10,000+ customers

70+ Languages

EXPERTISE

40+ PhD and research scientists

600+ patents and publications

Verint Da Vinci
AI & Analytics

Machine Learning

Predictive Modeling

Conversation Intelligence

Natural Language Processing

Verint Da Vinci AI and Analytics in Action

Verint Da Vinci kickstarts your ability to not just interact with customers and employees but also processes large amounts of data to learn so you can connect, grow, and innovate, all while aligning your operations with your business goals. The insights can be reviewed through analytics that are offered in a near-real time environment for quick access to your data.

Verint Da Vinci provides understanding, intelligence, and automation across use cases for biometric authentication, real-time transcription, sentiment scoring, intent identification and action, and more for industries including:

- Financial Services
- eCommerce
- Government
- Healthcare
- Retail
- Travel

Realize Immediate, Impactful Results

Powered by Verint Da Vinci, Verint Cloud Platform customers can see wide-ranging, measurable, and immediate results when they embrace Verint's world-class AI technology and partner with our team of experts. Here are some of the ways in which our customers are closing the Engagement Capacity Gap with Verint:*

$42	**44%**	**20%**	**23%**	**391%**
million cost savings from improved contact center management	reduction in customer engagement costs	improvement in employee productivity	reduction in employee turnover	ROI after three years

*All statistics from "The Total Economic Impact™ of Verint," Forrester, June 2021. Results may not be typical.

VERINT®

The Customer Engagement Company™

Americas

info@verint.com

+1-800-4VERINT

+1-770-754-1900

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