Verint Da Vinci Cognitive Search

Now You Can:

- Lower contact center volume and deflect support calls by embedding knowledge into customer-facing tools and web applications.

- Reduce average handle time while improving response accuracy and the user experience by providing applications with supporting knowledge.

- Improve the efficiency of knowledge work by embedding relevant information into back-office tasks and other operations.

- Expand the value of other core Verint support applications by integrating Verint Da Vinci into their tasks and information.

Customer expectations for service are rising, and so is the complexity of the typical service request. Customers expect to get the right answer immediately, even when their question is complex. Your employees need a single place where they can easily find answers and respond quickly across appropriate channels and devices.

With Verint® Da Vinci™ Cognitive Search, you can integrate knowledge from your existing Verint Knowledge Management Professional™ application directly into third-party applications and user interfaces (UIs) using your preferred web development framework. Verint Da Vinci Cognitive Search API enables you to access and embed Verint Knowledge Management Professional search and content results into other applications to enrich and expand where and how knowledge is presented across the enterprise.

By leveraging the patented artificial intelligence of Verint Knowledge Management, you can create a more natural, automated, and effective way to connect people to answers.

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Verint Da Vinci Cognitive Search

Gain Instant Access to Information

Verint Da Vinci Cognitive Search enriches Verint Knowledge Management Professional, a modern SaaS-based knowledge solution that powers instant access to information across the enterprise. AI-infused search uses patented cognitive intelligence to store and recall information in the same way that the human brain thinks. This means that searches can recognize what people mean versus what they type. Use Verint Da Vinci Cognitive Search to:

Reduce Issue Escalation

Today's customers expect you to provide exceptional self-service experiences over the digital channels they're accustomed to using in their daily lives. The delivery of relevant knowledge is a critical component of self-service, helping reduce issues that need escalation. By leveraging cognitive search, you can dynamically and proactively generate knowledge, present answers in the context of the moment, and recommend the next best information as customers seek answers to their service-related questions through zero-click knowledge.

Improve Agent Efficiency

Verint Da Vinci drives intelligence and efficiency by automating the creation, utilization, and sharing of knowledge through advanced AI capabilities. Powered by natural language understanding and predictive search, the Verint Da Vinci Cognitive Search API includes functionality that can list and display entries, find related entries, browse by category, receive feedback, and process inquiries. It can be used in any application that embeds knowledge requests into its UI to improve agent efficiency.

Automated Workflow Support

Leverage Verint Da Vinci Cognitive Search to identify "smart links" to existing content within the authoring process. Easy-to-use graphical tools can help dramatically expedite decision tree design, while configurable workflow tools can be used to automatically assign tasks and route content contributions and user feedback.

Use Context for Faster Service

Making it easy for users to search for answers is helpful, but what if users didn't have to search at all? Verint Da Vinci Cognitive Search uses context to personalize results, so that the right knowledge can appear with little to no searching. For example, Da Vinci allows text from the customer's chat message, email conversation, or IVR selections to be used to automatically search for relevant answers without needing to manually type a search.

Learn more at
www.verint.com

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