

VERINT

Meet Verint IVR

Improve routing, voice quality, and care...without lifting a finger.

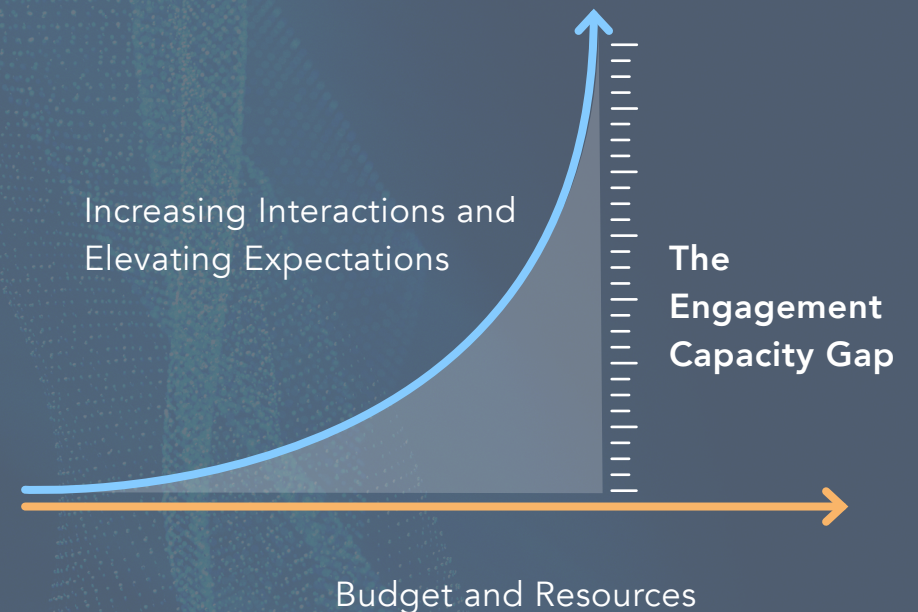


Close the Engagement Capacity Gap

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 customer expectations and the resources and people that companies have to meet those expectations is the Engagement Capacity Gap™.

While many enterprises have invested millions in digital channels, the voice channel has largely been left alone, creating an opportunity for forward-thinking brands that recognize it hasn't gone away.

When your interactive voice response (IVR) unit is based on technology that's decades old, you set the tone for what's next. Verint® IVR™ closes the Engagement Capacity Gap by enabling organizations to quickly adopt best-in-class voice self-service that can delight customers at the very start of their journey and align your customer experience from end to end.



Faster Resolution. Lower Costs. Happier Customers and Agents.

When your customers must perpetually “listen closely because our options have changed,” it’s more than an IVR problem. It’s a customer experience (CX) problem...one that—if ignored—continually leaks customer satisfaction and unnecessary costs.

Verint can help.

Verint IVR is more than the latest voice self-service technology. It’s a white-glove experience for you and your customers.

- The latest intelligent self-service technologies
- A proven continuous improvement program
- Technical and business expertise at your disposal

Implementation, initial call flow, continuous improvement, monitoring, and reporting: with Verint IVR, it’s all done for you.

When you have Verint IVR, there’s nothing more you have to do to achieve faster resolution, reduce costs, and improve customer and agent satisfaction.

>1.6 billion

Total calls processed

100%

SLA adherence

99.997%

Platform availability over
the past five years



Everything Needed to Build and Support Exceptional Voice Self-Service

As part of Verint® Customer Engagement Cloud Platform™, Verint IVR is a fully managed cloud solution that addresses your customers' needs in the voice channel today...and in the future.

- Align the very first customer touchpoint with your overarching CX.
- Improve CX with personalized call flow based on caller behavior.
- Mitigate the risk of fraud by detecting potential fraudsters in real-time.
- Use goal completion insights to strike the right balance between automation and CX.

Verint makes sure your customer experience is as brilliant as you intended it to be...everywhere.

Take care of your voice channel self-service with Verint IVR, one of the only managed services IVRs on the market.

Proven, Modern Self-Service Technology for the Voice Channel

Verint IVR is a white-glove service that increases automation rates and improves customer experience in the voice channel.

Full-Service SaaS

Verint's full-service SaaS solution covers IVR design, implementation, call flow management, and performance, so you can free up resources for higher-value projects. Plus, with a formal continuous improvement practice, you can have confidence you'll find the right balance between the lowest possible cost and the best possible CX.

Flexible Deployment Options and Intelligent Routing

Verint IVR is a full-service IVR solution that provides all available options, so you deliver a voice self-service experience that delights. From low-cost DTMF (touch-tone) to full natural language with AI-based call routing and issue resolution, Verint IVR puts the right capabilities in place, so you speed resolutions and cut costs.

Text-to-Speech

Change your voice prompts immediately without the need to hire expensive voice talent. Thanks to our high-powered text-to-speech capabilities, convert any text into natural, human-sounding speech on the fly.

Call Risk Scoring Service

Keep bad actors at bay without adversely affecting CX. With proprietary Verint Da Vinci Call Risk Scoring Service™, proactively detect and prevent fraud before a fraudster reaches a live agent and before attacks take place. What's more, it's all behind the scenes, passive and non-intrusive to legitimate callers.

Personalization

Verint IVR captures and assesses behavioral analytics that constantly measure how callers interact with your IVR, then automatically applies business intelligence, so you deliver highly relevant, contextual, and personalized messages to individual customers.



Continuous Improvement Practice

Achieve your goals year over year with Verint continuous improvement practices which reveal your unique optimization point between cost and CX.

Voice Self-Service Cloud

Verint IVR takes the drama out of operating an IVR, especially during a crisis. Our voice self-service cloud hasn't had a system outage in more than a decade, surviving natural disasters that triggered massive power outages. And with plenty of capacity on-demand, you can spike your average call volume and still handle the load.

Experienced Pros by Your Side

Stop worrying about potential compliance penalties and lost opportunities. Your dedicated, experienced Verint team keeps your customer care on the right side of government and industry standards so you can rest easy.

Continuous Improvement That's a Practice Not a Goal

Continuous improvement is a formal practice that reveals your contact center's unique optimization point between CX and self-service, then helps you achieve it.

Here's how it works:

Discovery

- Continuously improves the customer experience.
- Optimizes contact center operations.
- Reduces customer service expenses.

Alignment

- Aligns IVR experience with other channels.
- Increases CX continuity.
- Improves the customer self-service experience.

Optimization

- Identifies your unique optimization point.
- Creates opportunities to automate more while enhancing CX.
- Increases CX while lowering costs.

Implementation

- Improves CX.
- Reduces customer service expenses.
- Creates long-term value.



Our Team Is Your Team

In your business, you have experts. Everyone does. Subject matter experts are the lifeblood of any organization. But when it comes to the IVR, odds are you either set it and forget it...or rely on big promises that go unfulfilled more often than not.

With Verint IVR, you get a managed service that combines the best of all worlds:

- The latest voice self-service technology
- Proven technical experts in designing, building, implementing, and supporting it
- Dedicated business resources that continually keep an eye on your goals

All included in one managed service.



Stay in Compliance

Verint IVR makes meeting regulatory requirements another positive component of your customer engagement strategy.

- **HIPAA and HITECH** Compliant
- **NIST 800-53** Compliant
- **PCI DSS** Certified
- **SOC 2** Certified

Get Immediate, Impactful Results

Verint IVR is part of Verint Cloud Platform.

With the Verint Cloud Platform, companies can see wide-ranging, measurable, and immediate results when they embrace Verint's world-class self-service technology and partner with our team of experts. Our solutions and experience create

better customer journeys and better employee experiences across all of your digital engagement channels.

Here are some of the ways in which our customers are closing The Engagement Capacity Gap with Verint:

\$42

million cost savings
from improved contact
center management

44%

reduction in customer
engagement costs

20%

improvement in
employee productivity

23%

reduction in
employee turnover

391%

ROI after three years

To get a sense of the impact the Verint IVR can have on your bottom line, contact us for a no-obligation voice self-service assessment.

All statistics from The Total Economic Impact™ Of Verint from Forrester, June 2021.

VERINT.

Americas

info@verint.com

+1 770 754 1900

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

linkedin.com/company/verint

verint.com/blog

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