

Verint Support



Now You Can:

- Benefit from the expertise of our Product Support Specialists who have extensive experience with Verint products and services.
- Gain access to the Verint knowledgebase containing more than 25,000 Verint articles
- Choose from three levels of support plans to meet your business needs.

Verint® Support provides world-class support for customers and partners utilizing Verint solutions. Our support offerings are designed to give easy access to peers, resources, and Verint product specialists to facilitate customer success and long-term value from Verint solutions.

Verint provides both self-service support options for customers and live product support. Our self-help and support offerings are delivered as part of Verint Connect, our interactive engagement portal built on Verint Community™. Verint Connect gives customers and partners access to the information they need about Verint solutions, services, and training all in one place:

- **Knowledgebase:** Verint Connect is also where customers can find solutions via the Verint knowledgebase, enter a support case, view its status, and update it in real-time.
- **Resource Center:** Product and services documentation are housed in the resource center with an easy-to-use search function. In addition, potential solutions are displayed as you log your incident on the customer support portal.
- **Learning Center:** This online resource for training includes on-demand self-paced courses and regularly scheduled instructor-led courses.

Verint offers three levels of support plans designed to address varying customer business requirements¹. The following page provides an overview of each plan. For more information, please contact your Verint account executive or customer success manager, or info@verint.com.

¹Not all plan levels are available in all markets. Cloud customers generally receive premium, though not available for all products.

VERINT®

Verint Support

Support Deliverable	Premium Plus	Premium	Standard
24 x 7 product support for Priority 1 and Priority 2 incidents	•	•	
Product support for all Priority levels during Verint business hours as set forth at www.verint.com/support/	•	•	•
Prioritized incident routing	•	•	
New version and updates including software patches and hotfixes	•	•	•
24 x 7 access to Verint Connect for support case management and downloads of product documentation, patches, and feature-packs	•	•	•
Defined incident response, issue investigation, and diagnosis	•	•	•
Targeted Initial Response Times			
	15 minutes (cloud)	15 minutes (cloud)	
Priority 1	1 hour (customer hosted)	1 hour (customer hosted)	2 hours
Priority 2	1 hour	1 hour	2 hours
Priority 3	2 hours	2 hours	4 hours
Priority 4	Next business day	Next business day	Next business day
Assignment of Support Account Manager to provide the following during local business hours:			
Support incident reviews	•		
Monthly support metric reporting	•		
Regular support metric reviews meetings	•		
Change/release planning	•		
Support Liaison for incident escalations	•		
Point of contact for Support needs	•		
Review of updates on relevant support topics	•		
Attend one site visit per year	•		
Twenty-four (24) consecutive hours of application, technical or business consulting annually ^{2,3}	•		
Two (2) 8-hour AdviceLine™ packages ³	•		
Four (4) Verint Academy credits (instructor-led classes at Verint Academy's training facilities). Cloud customers also have access to Cloud Academy online training as part of their subscription.	•		

²Cannot be used as a credit to an existing project and hours must be consumed during normal Verint business hours.

³Scheduled via a Verint Professional Services Director. Note: These services must be consumed at one time during the applicable Support term and any services that remain unused during a Support term are forfeited and do not carry over into the following Support term.

Verint®. The CX Automation Company™

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