

Verint Customer Engagement Support Services

Verint Premium Plus Support provides to your organisation with more focused, personalised support via an assigned Support Account Manager who understands your organisation and its unique requirements. The Support Account Manager provides context to assist you with critical IT decision making and will proactively oversee support activities.

Features

- Support Incident Review
- Regular Support Metric Reviews
- Change/release planning
- Support Liaison for incident escalations
- Point of contact for Support needs
- Review of updates on relevant support topics
- New Version and Updates, Software patches & HotFixes
- 24 x 7 access to the Verint web portal

Benefits

- A first-hand look at your operations.
- Provides consulting, application consulting, or an architecture review, by Verint.
- Verint AdviceLine provides guidance on functional, operational, or business questions.
- Delivers comprehensive, high-quality support, consulting, to improve your operations.
- Provides advice on business best practices.
- Leverages your solution more effectively to achieve business goals.

Day Rates

All services are delivered at an affordable day rate appropriate to the role, from the range in our published SIFA rate card.



The Customer Engagement Company™

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