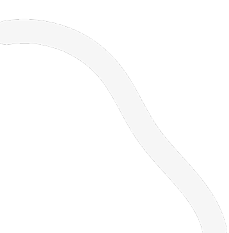
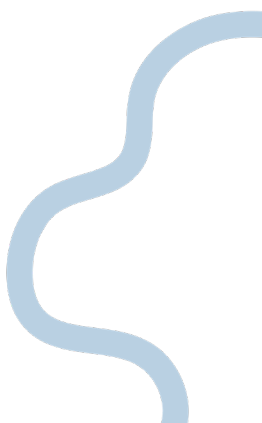




4 ROADS

VERINT COMMUNITY

Service Definition



1.1. About the Service

Verint Community is a vendor-hosted Software as a Service (SaaS) platform that enables organisations to create, manage, and operate online communities for engagement, collaboration, and support. The service supports public sector organisations in delivering digital engagement, knowledge sharing, and peer-to-peer interaction through a secure, scalable platform. The service is accessed through a standard web browser and delivered as a fully managed SaaS offering.

1.1.1. Primary use cases include:

- Digital engagement and communications
- Customer and citizen support communities
- Knowledge sharing and collaboration
- Professional and stakeholder networking

1.1.2. Service features

The service provides a configurable community and collaboration platform including forums, blogs, knowledge-base content, wikis, ideation tools, media galleries, events, notifications, moderation, reporting, gamification, and branding options. The platform supports integration with third-party and legacy systems through RESTful APIs, and extensions can be developed using supported APIs without modifying the core platform.

1.1.3. Service delivery model

The service is delivered as a vendor-hosted SaaS platform accessed via a supported modern web browser. It is hosted in third-party cloud data centres and delivered using a multi-tenant architecture with logical separation between customers. All infrastructure and platform management is handled by the supplier.

1.1.4. User access and roles

The service supports end users and administrative users. Access is controlled through username and password authentication, optional multi-factor authentication, and federated identity integration where configured. Administrative access is managed through role-based access controls following least-privilege principles and supplier-defined access management policies.

1.1.5. Customisation and configuration

Buyers can customise the service through configuration options including branding, layout, workflows, feature enablement, and permissions. Additional customisation can be delivered through extensions and enhancements developed using supported APIs, without modifying the core platform.

1.1.6. Onboarding, training, and support

Onboarding support includes initial training delivered remotely or onsite, online documentation, and initial design guidance with basic theme concepts. Support is provided during business hours via email and ticketing and is included in the service price. Additional support can be purchased on an hourly basis. A dedicated technical account manager is not included as standard.

4 Roads provides implementation expertise and delivery support to help buyers configure, launch, and adopt Verint Community effectively, beyond the provision of platform access alone.

1.1.7. Security and resilience

The service uses supplier-defined security controls including logical data separation, encryption of data at rest and in transit, role-based access controls, monitoring, and incident management. It is hosted in resilient third-party cloud data centres with redundant power, networking, and environmental controls.

1.1.8. Data management

Data can be imported using open formats such as CSV and JSON or via RESTful APIs. Data export is supported via APIs, direct downloads where available, and supplier-provided database backups as part of offboarding.

1.1.9. Constraints and assumptions

The service requires internet access and a supported web browser. It is delivered as a vendor-hosted SaaS platform, with functionality provided through configuration and supported extensions rather than bespoke core development.

1.1.10. Service scope

This service definition applies solely to the vendor-hosted SaaS delivery of Verint Community. Alternative deployment models, including customer-hosted or on-premise deployments, are outside the scope of this service definition.

1.2. About 4 Roads

4 Roads is a digital technology and consulting firm specializing in the delivery of customer engagement and experience solutions. For more than 14 years, 4 Roads has worked closely with Verint and other partners to support organizations in the implementation, configuration, and optimization of enterprise-grade cloud services, including online communities, knowledge management platforms, and intelligent virtual assistants. Our approach combines strategy, design, and technology expertise with deep delivery experience to help public-sector and private-sector organisations realise value from their cloud software investments. 4 Roads' team brings a strong track record of delivering tailored solutions that meet specific operational objectives and support long-term adoption across users and business functions.

1.3. About Verint

Verint is a global provider of customer engagement and experience automation solutions that help organisations improve service quality, drive operational efficiency, and strengthen relationships across digital and assisted channels. The Verint Open Platform delivers AI-powered automation, analytics, and engagement workflows that support contact centres, knowledge management, virtual assistants, and community platforms. Trusted by thousands of organisations worldwide, Verint's technology helps clients increase self-service, enhance staff productivity, and delivers

consistent and personalized experiences for customers and users. Verint's solutions are designed to integrate with enterprise systems and support strategic business outcomes in a range of sectors, including public services