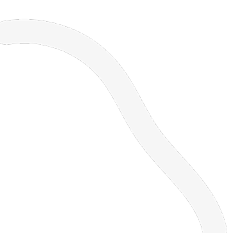
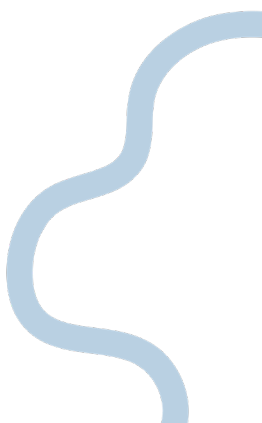




4 ROADS

VERINT KNOWLEDGE AUTOMATION BOT

Service Definition



1.1. About the Service

Verint Knowledge Automation Bot is a vendor-hosted Software as a Service (SaaS) solution that enables organisations to automate the delivery of trusted knowledge through conversational and digital channels. The service is built on Verint's Knowledge Management platform and is designed to surface accurate, governed knowledge to end users, contact centre agents, and automated channels in a consistent and controlled manner.

The Knowledge Automation Bot supports the automated answering of user questions, guided knowledge journeys, and contextual responses based on user intent. It uses centrally managed knowledge articles, decision trees, and rules to ensure that information delivered through automated interactions remains accurate, up to date, and aligned with organisational policies and governance processes.

The service supports structured knowledge authoring, version control, approval workflows, and governance to ensure that automated responses are based on approved and auditable content.

Knowledge can be delivered through digital self-service channels, integrated into conversational interfaces, or surfaced to agents during assisted service interactions.

Supplier-delivered implementation, configuration, and onboarding services are included to support successful deployment. These services help buyers design knowledge structures, configure governance workflows, integrate the Knowledge Automation Bot with supported channels and systems, and prepare the service for live operation. The service is configurable rather than bespoke, allowing organisations to adapt knowledge content, automation rules, and delivery channels over time.

Pricing for this service is based on standard catalogue rates as published in the pricing document. Volume-based pricing or alternative pricing structures may be agreed at the call-off stage, provided they remain consistent with the pricing methodology and transparency requirements of the G-Cloud framework.

1.1.1. Typical use cases

Verint Knowledge Automation Bot supports a range of practical use cases, including:

- **Automated responses to common enquiries**, providing consistent and approved answers to frequently asked questions across digital channels
- **Knowledge-driven conversational interactions**, using structured knowledge and decision logic to guide users through information and next steps
- **Agent assistance and knowledge surfacing**, presenting relevant knowledge to contact centre or service desk agents during live interactions
- **Digital self-service enablement**, supporting citizens or customers to find accurate information without the need for assisted support

- **Governed knowledge delivery**, ensuring that automated responses are based on approved, version-controlled content with full auditability
- **Multi-channel knowledge reuse**, enabling the same knowledge content to be used across web, chat, virtual assistants, and assisted service environments

These use cases can be configured and refined over time as knowledge content evolves and service demand changes. The service does not include bespoke software development or custom model training beyond supported configuration, knowledge authoring, and integration capabilities.

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