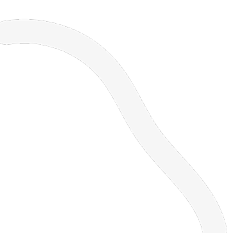
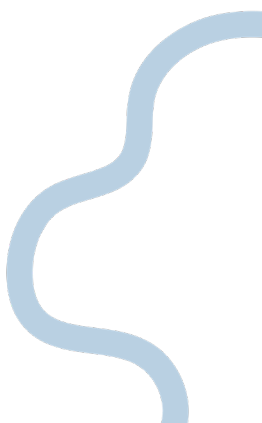




4 ROADS

VERINT INTELLIGENT VIRTUAL ASSISTANT DIGITAL & VERINT ANSWER BOT (IVA)

Service Definition



1.1. About the Service

Verint Intelligent Virtual Assistant (IVA) is a vendor-hosted Software as a Service (SaaS) conversational automation platform designed to support digital self-service and assisted service journeys. The service enables organisations to automate interactions across web, mobile, and messaging channels using conversational interfaces that understand user intent and guide users to relevant information or next steps.

Verint IVA supports a range of use cases including customer self-service, contact centre deflection, internal staff assistance, conversational user interfaces, and case triage and routing. The platform can be configured to handle common enquiries, guide users through structured processes, surface relevant knowledge, and escalate interactions to human agents where required.

The service includes capabilities for conversational design, intent recognition, workflow orchestration, and integration with enterprise systems using supported APIs. Verint IVA can integrate with knowledge management systems, case management platforms, and contact centre solutions to provide consistent and contextual responses across digital and assisted channels.

Supplier-delivered configuration and onboarding services are included to support successful deployment. These services help buyers design conversational journeys, configure intents and flows, integrate with existing systems, and prepare the service for live operation. The service is configurable rather than bespoke, allowing organisations to adapt IVA behaviour and content over time as needs evolve.

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 call-off stage, provided they remain consistent with the pricing methodology and transparency requirements of the G-Cloud framework.

The service does not include bespoke software development or custom model training beyond supported configuration and integration options. The service is dependent on supported integration methods and buyer-provided access to downstream systems where required.

1.1.1. Typical use cases

Verint Intelligent Virtual Assistant (IVA) supports a range of practical use cases across digital and assisted service environments, including:

- **Digital self-service for common enquiries**, enabling users to obtain information or complete simple tasks without contacting a service desk or contact centre
- **Contact centre deflection and triage**, handling high-volume or repetitive enquiries and directing complex cases to human agents where appropriate
- **Guided conversational journeys**, helping users navigate structured processes such as applications, requests, or service updates through step-by-step interactions

- **Internal staff assistance**, providing employees with conversational access to knowledge, policies, and procedures to support day-to-day operations
- **Case routing and escalation**, capturing user intent and context before transferring interactions to downstream systems or support teams
- **Multi-channel conversational interfaces**, supporting web and messaging-based interactions using a consistent conversational experience

These use cases can be configured and refined over time to reflect organisational priorities, service demand, and user feedback.

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

1.4. Verint Community

Verint Community is a vendor-hosted Software as a Service (SaaS) community and collaboration platform.

The service includes platform access together with supplier-delivered onboarding, configuration, and implementation services.

Buyers access the service via a supported web browser. The platform supports integration using RESTful APIs.

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 call-off stage, provided they remain consistent with the pricing methodology and transparency requirements of the G-Cloud framework.