

Service Description for G-Cloud 15 Verint Open CCaaS



Prepared for the Exclusive Use of:

G-Cloud 15

January 2026

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VERINT



Verint – The Customer Engagement Company

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Introduction



Verint Open CCaaS offers a complete set of voice and digital capabilities for your contact centre operations. Companies can select a mix of digital and voice agents for a blended approach, utilizing Verint's bring-your-own-telephony, universal routing, and a single agent workspace.

The Verint Open CCaaS Platform is a cloud-native AI-powered CCaaS solution built to deliver business outcomes, now. Benefits include:

- Increase CX Automation - Increase agent capacity while simultaneously elevating CX in your contact centre.
- Drive AI Business Outcomes, Now - AI-powered platform drives tangible ROI targeted to your most pressing business challenges.
- Add Flexibility with an Open Approach - Keep the investments that are still working in your ecosystem – no rip and replace needed.

Verint Open CCaaS includes:

- AI-powered self-service with Verint IVA
- AI-driven routing with context
- Unified workforce for digital and voice
- Choice of chat, email, SMS, and messaging channels
- Bring your own telephony
- Embedded knowledge management
- Interaction Recording / Capture
- Quality Management and Workforce Management
- Interaction (Speech and Text) Analytics
- Engagement Data Insights interaction / business insights applications

Verint Open CCaaS also includes the following at its core:

- **Verint Engagement Data Hub** - At the core of the Verint Open Platform, Verint Engagement Data Hub (EDH) is natively included in every application. It brings easy access to all your customer interaction, experience, and workforce performance data, in the right format, and readily available for analysis — adding significant value to your business.

EDH doesn't replace your existing data lakes, CRM, CDP, or BI tools. It augments them by providing connections so your data is open to your entire organization — not just to your BI teams.

- **Verint Da Vinci** - Da Vinci AI is core to Verint Platform and powers the applications you use every day. Our cloud-native platform future-proofs your contact center AI investment with an open approach spanning both proprietary and industry models that keeps pace with the rapid innovation in the industry.

Specialized bots are how Verint Da Vinci AI is delivered. We build, train, and embed AI models once and they can benefit multiple specialized bots. These bots are then trained on your customer data so they are highly accurate and effective to deliver significant ROI.

Verint is leading the industry with an Open CCaaS Platform purpose-built to help contact centres increase CX automation and deliver AI outcomes now. Traditional CCaaS solutions are telephony-centric and require a large human workforce. Each interaction connects a customer to a human agent with little to no automation. As your interaction volumes grow, you'll continually need to hire more agents to keep up. It's expensive, unsustainable, and damaging to your customer experience.

Verint Open CCaaS Platform takes a different approach. Because of advancements in AI, CX automation is finally possible. With our team of AI-powered bots, you'll be able to lower costs while simultaneously elevating CX. Plus, our open platform is flexible and modular, meaning you can start quickly with your most pressing business priorities and expand over time. By selecting Verint as your platform of choice, you can continually increase CX automation in the contact centre and across the enterprise to drive immediate outcomes for your business.

Why Verint:

- Other vendors are telephony centred, Verint is CX Automation centred.
- Work with any ACD vendor you choose, or we can provide those services for you.
- Our completely open approach makes it seamless to incorporate Verint capabilities into your existing ecosystem.
- Our bots and applications were each designed to deliver tangible AI business outcomes immediately.

Solution Overview

Verint Open CCaaS



Unlike most platforms, Verint doesn't require organisations to complete long, disruptive and risky 'rip and replace' projects to take advantage of our capabilities. Our open, modular platform allows you to increase CX automation at your own pace and with minimal operational disruption. You can choose applications or bots that meet your most pressing needs and see ROI immediately, while keeping the existing solutions that work for you.

This open approach combined with AI-powered bots which focus on one specialised function each means that Verint uniquely delivers tangible and measurable business outcomes aligned to their top priorities.

Our customers see incredible AI-powered business outcomes like an 80% containment rate, operating costs reduced by 44%, and call handling times lowered by 43%.

Why Verint for Open CCaaS?

Our differentiated open platform has data and AI at the core. Rather than simply focusing on connecting your customers with human agents, we are focused on increasing AI-powered automation to increase CX automation and drive AI business outcomes, now.

Verint Open Platform has been recognised for CX automation leadership as well as excellent customer ratings. We serve thousands of contact centres across the globe, with four million agents currently using our platform.

The world's most iconic brands rely on our open platform and team of AI-powered bots to create tangible business outcomes for their brand.

Verint Open Approach

Verint's Open CCaaS platform provides organisations with:

- An **Open Platform** including:
 - **Best-of-breed business applications:** allows organisations to address the needs of their contact centres without the compromises of the "good enough" applications you typically get as part a telephony/CCaaS package. Verint's heritage is delivering those applications you require to improve customer service and your workforce..
 - **Open approach to telephony:** provides organisations with the ability to keep your existing telephony solution if preferred and focus their investments on CX automation. The Verint platform is designed to work with any telephony solution.
 - **Open approach to AI:** Verint's open approach allows you to use the best available AI to support each business outcome including: Verint proprietary models, commercially available and open-source models, and customer-provided models. The open approach is important because each bot is powered by the best available AI models for their specific task.
 - **Open to your existing applications:** Organisations typically have a wide range of applications used for customer service (e.g. CRMs and ERPs). They also may have solutions covered by our platform that are fit for purpose and working fine. The Verint platform is open and is designed to work with it all.
 - **Open to start anywhere:** Since our solution is open, you have the option to start anywhere and focus on where your pains are. With the Verint solution, you do not have to "rip and replace" and deliver everything at the same time.

- **Verint Da Vinci AI and Verint Engagement Data Management at the core:** provides you with visibility of data across CX-related systems with the ability extract into data lakes to feed into your wider business intelligence or data warehouse requirements. Da Vinci AI and Engagement Data Management allows for rapid innovation of new bots, and improves existing bots based on our extensive customer service data.
- **A Family of AI-Infused Bots:** designed to automate or augment customer service functions to improve customer service and efficiency through CX Automation.

Verint Open CCaaS Capabilities

Channel Automation

Verint Channel Automation organises and guides interactions with intelligent workflows that drive AI business outcomes and includes:

- **Omnichannel:** Your choice of email, chat, digital/social and telephony. Select the combination of channels most relevant to your business and customers.
- **Unified Workforce:** Provide agents a unified workspace for all channels – increasing capacity through flexible scheduling across channels.
- **AI-powered Self Service:** Add Verint IVA to voice and digital channels for improved self-service, higher containment, and extra agent capacity.
- **AI-driven Routing:** Intelligently route self-service interactions to the right queue or outcome.

Verint Voice Channel

Verint Voice Channel provides a cost-effective solution for an organisation's voice channel needs. It includes AI powered call routing, AI powered interactive voice response, queuing and skilling, direct inward dialling (DID), outbound dialling, integrated softphone, etc.

Verint's platform is open by design and can work with any telephony you choose (even multiple). The following details our recommendations to organisations as options:

- **Keep your existing telephony (KYT):** Often telephony replacements are disruptive, take lots of time, and in the end, you have the same as what you have before, but with a slightly different dial tone. We believe that most organisations should focus their energy and resources on those things that affect the customer experience and provide more business value.
- **Verint Telephony Channel:** Of course, some organisations really do need to replace their telephony solution, and in those cases Verint provides a comprehensive telephony solution as part of our platform which can be utilised.
- **Bring Your Own Telephony (BYOT):** Organisations may decide to align to Verint's best-of-breed business applications, but that would rather choose a different telephony provider.

Conversational AI for Voice and Digital

Verint Intelligent Virtual Assistant (IVA) enables the quick and efficient deployment of CX automation to deliver consistent and personalised self-service customer experiences while also improving contact centre effectiveness. Available across voice and digital channels, yet managed in a single, easy-to-use, and collaborative environment, Verint IVA is a vital component of an effective CX automation strategy.

Verint IVA's flexible and open nature allows you to recognise immediate ROI without disrupting your existing voice or digital infrastructure. Not only does Verint IVA drive containment across both voice and digital channels, it also gathers the intents behind complex requests to intelligently route the interaction appropriately based on not just channel but context.

Verint IVA delivers the capabilities to support both our Voice Containment Bot and Digital Containment Bot. It can resolve customer issues, automate workflows, or advice new services to the customer. Good IVAs do not just deliver information or answer questions – they deliver resolutions and offer transactional support so that companies can:

- Give customers the ability to answer questions and solve problems at any time, without the need to speak to an agent.
- Deliver actionable self-service such as joining a new service—and making a smooth handover to an agent in case of an escalation.
- Improve productivity by freeing agents to focus on the time-sensitive and complex customer service issues that truly require a human touch.

AI-Powered Routing

Verint brings a modern approach to universal routing that focuses on the nature of the conversation, not the channel. Rather than working in channel silos, a single agent can seamlessly move from handling phone calls, emails, chats, and more based on interaction volume and context.

Universal routing takes numerous factors into consideration for routing, such as:

- Contextual data (language, location, device type)
- Real-time interaction data
- Customer record matching and interaction history
- Conversation entry point (website, app, phone, etc.)

AI-powered routing utilises real-time interaction data from Verint IVA as part of routing decisions to engage the right resource at the right time, regardless of channel. In addition to live agents and self-service bots, the best customer experience may be provided by passing conversations to domain-specific bots, offering a callback, or even setting up an in-person appointment.

With Verint's open approach, organisations can apply universal routing to the combination of channels that is most appropriate for their customer engagement strategy.

Outbound Dialler

The Verint Outbound Campaign Manager can run dialler campaigns as calls, emails, or SMS. As part of the campaign, the message(s) and flows are set up and can contain dynamic variables. The message can be established in the campaign in any desired language or if the recipient is able to select a preference, then the message can either be preset in that language, or a translation service can translate to more than 80 languages.

For interactive outbound calls, Outbound Campaign Manager can leverage Verint Intelligent Virtual Assistant for Voice (Voice IVA) to automate and contain the interaction in self-service, or transfer to an agent if manual assistance is required. Transferred calls are prioritised so that the next available agent picks up the call.

Some of the configurable parameters in Outbound Campaign Manager are:

- **Answering machine silence detection time** – This is the time in seconds that the application waits before dispositioning the call as answering machine.
- **Retry parameters** – Retry interval, retry max attempts, retry answering machine, retry busy, etc. can be configured as separate parameters.

For more advanced dialler requirements – our open architecture allows you to easily integrate a third-party dialler solution into Verint Open CCaaS platform.

Agent Experience

The Channel Automation agent experience provides agents with a consistent experience across channels, while also providing optimisations for each specific channel.

Entire engagement history is available to the agent regardless of channel:

- Full interaction history across proactive, self-service, and assisted channels.

- Agents can be blended across multiple channels, enhancing productivity and engagement.
- In-the-moment, suggested next steps and automated knowledge based on channel interactions and customer history.
- Channel optimisation capabilities: e.g., dock channel chat window to allow full-screen view of customer.

It should be noted that Channel Automation desktop can also be supplemented with Verint Smart Transfer Bot which summarises self-service interactions and displays them to your agents. This allows more seamless interactions between bots and humans. It should also be highlighted that the solution can also be integrated with the Verint Wrap-Up Bot which summarises the full assisted interactions, reducing after-call work and providing more consistency in wrap-up notes.

Email Management

Verint Email Management is designed to be scalable and is used by clients handling over 500,000 emails daily. It is compatible with modern mailbox retrieval using protocols such as Microsoft Exchange web services (EWS) and Microsoft Graph. The key differentiators, however, are found in user experience optimisations. For example, the solution provides several automations that reduce agent effort. These include:

- Applying templated responses automatically based on routing rules.
- Highlighting when recent emails are received outside of the current thread.
- Suggesting templates, or cases within suggested actions.
- When utilising our Verint Knowledge Management solution, knowledge articles are suggested and can be inserted into the body of the email with a single click.

Over and above the automation features, the layout includes advanced features gained from providing best-of-breed solutions and helps ensure your agents can quickly respond. These include:

- Both received email and the agent's response are shown on the screen. This means that your agents can read the received email while responding without the need to scroll up and down.
- Full email thread history is shown and even includes responses that are in the same thread but do not contain the reference number that is appended.

Chat, Messaging, and SMS

Verint Chat, Messaging, and SMS options provide advanced features such as:

- Full support of Messaging platforms including WhatsApp, X (fka Twitter), Instagram and Facebook Messenger.
- Seamless transfers from Verint IVA to assisted service. The solution provides the prior conversation so that the new agent can see the previous conversations by scrolling up in the interaction. This can also be supplemented by the Verint Smart Transfer Bot to automatically summarise the prior conversations.
- Suggested actions such as templates, cases, processes, etc.
- When utilising the Verint Knowledge Management solution, knowledge articles are suggested and can be inserted into the chat with a single click.
- Docking capability to reduce the visual real estate of chats to allow the agent more view other screens, integrated systems, etc. while still being able to interact with the customer.
- Supporting multiple interactions at the same time without cross-contamination of customer information or data.
- Audio (optional) and visual notifications on new messages.
- Asynchronous features to allow pausing of conversations when inactivity occurs.

Knowledge Management

Verint Knowledge Management Essentials is a highly scalable solution that leverages the power of AI to help ensure that the right people receive the right knowledge, at the right time, improving customer satisfaction while reducing support costs:

- **Rich, Multilingual Authoring and Workflow** – Easily create knowledge articles formatted with tables, images, video, and more. Define who needs to approve an article before it is published. View previous versions of articles and go back to earlier versions as needed. Leverage automation within the authoring workflow to speed up and simplify content maintenance.
- **One System – Multiple Use Cases** – Assign relevant product, region, publish/expiration, and permissions to help users find the right information faster. A single knowledge base can be used to power IVAs and real-time guidance for agents.
- **Integrate Anywhere** – Full API support makes it easy to integrate and embed knowledge within agent desktops and CRM tools, back-office, and workforce optimisation suites. Or utilise our authoring APIs to automatically create new content based on items in service desk or ticketing solutions that you use to manage product issues.
- **Knowledge Suggestion Bot** - Presents context-specific knowledge to agents in real time during a customer interaction. By delivering relevant knowledge into workflows at every step, agents can reduce average handle time (AHT) by up to one-minute per interaction, improving productivity, first call resolution, and CSAT scores.

Note: Knowledge Management Essentials can be upgraded to Knowledge Management Enterprise if you wish to draw on additional content sources such as Microsoft SharePoint, Websites, Wikis, YouTube, etc. or if you wish to offer self-service knowledge to customers directly. And use the Knowledge Creation Bot to leverage the power of AI to detect opportunities for new knowledge articles, using generative technology to focus and consolidate content with the touch of a button.

Engagement Data Management – Interaction Recording

Verint Engagement Data Management delivers a proven, reliable system for capturing, indexing, and retrieving voice, screen, and other methods of interaction from traditional time-division multiplex (TDM), Internet Protocol (IP), Session Initiated Protocol (SIP), and mixed environments. With Verint Engagement Data Management, organisations can easily search for and replay captured interactions, regardless of where they were recorded in your enterprise or the Verint Cloud EDM capture functionality.

Engagement Data Hub

The Verint Engagement Data Hub unifies siloed behavioural data from all parts of the contact centre including interaction data from every channel, workforce performance data of contact centre employees, and customer experience data. Organisations can easily access data to empower agents and executives and export data to corporate data lakes for additional analysis.

Placing the behavioural data hub at the platform core helps your organisation maximise the business value hidden in their behavioural data. Verint connects data silos into a unified data hub that can be easily accessed and leveraged to empower employees, supervisors, and managers with insights and turn the organisation into a highly efficient, data-driven operation.

Access to enterprise data enables decision making and provides critical insights to leaders.

An enterprise system requires scope and privileges to ensure that each person sees only the data that is relevant to their role. It's important that the repository be governed, and that the data in the repository is enriched as needed to provide additional value. Rich reporting and analytics need to be part of the solution, and Verint provides this through our Data Insights Bot.

Verint's open approach to engagement data management eliminates the hard work of creating an engagement data hub.

Adapters allow you to freely import and export data, and data management and compliance workflows help you bring together, manage, and enrich interactions from a variety of channels and modalities.

Engagement data flows continuously into the Engagement Data Hub.

The Engagement Data Hub normalises, organises, and manages interaction, experience, and workforce performance data seamlessly, giving you a single view of all engagements across customer touchpoints. The Verint Data Insights Bot provides an easy to use reporting interface, allowing organisations to easily create business reporting across all channels and interactions.

Workforce Management

The Verint Workforce Management solution allows each group, or business unit, to operate independently across forecasting and scheduling, even with large numbers of employees, and complex scheduling periods. The solution allows organisations to integrate all performance management, analytics, and insights. As a cloud solution, it reduces the burden of complex infrastructure and administration.

1 Workforce Management Functionality

- **Omnichannel Tactical Forecasting and Scheduling** (phone, chat, back office, email, social, outbound, call back), using Verint's evolving open, AI-powered platform.
- **Queue Analytics** looks at same day and weekly trending to facilitate course correction as needed.
- **Numerous Options for Scheduling** for all channels across the contact centre

2 Agent Experience Functionality

- **Full automation** with approvals, declines, and automated waitlists supporting unique or standard organisational policies.
- **Easy to View Performance Management** giving agents full view to KPIs to track and improve their performance.
- **World Class Mobile Application** supports employee satisfaction.
- **TimeFlex Bot (add-on)** allows agents to make unlimited schedule changes without affecting schedule quality

3 Supervisor/Executive Functionality

- **Forecasting Ease** with saved forecast profiles for ease of use. Staff profiles supporting "what-if" scheduling for new hire classes, shift bids, and analysing scenarios.
- **Automated Request Management** features reduce the WFM touch and effort on managing OT, VTO, PTO and more.
- **Automated, Customisable Scorecards** for improved performance and supervisor support.

Verint Workforce Management can measure and leverage the talents and preferences of individuals and align their skills and proficiencies to produce optimal schedules. Employees can make schedule changes on the fly, while Verint AI and Machine Learning (ML) safeguards your staffing automation, so no business targets are missed. What's more, the solution includes built-in performance management, allowing you to gain insights into what employees are doing, how effectively they're performing, and where they excel or need to improve their skills.

Verint Workforce Management provides best-of-breed request management (PTO, VTO, OT, Shift Change Requests, Shift Swapping, Shift Bidding and PTO bidding). All request types may be automated and utilised through the UI and/or the world-class Verint Mobile App.

Verint Workforce Management supports call centres, contact centres, and omnichannel customer engagement centres automate forecasting and scheduling and track schedule adherence while providing performance management and eLearning capabilities.

Performance Management

Verint Performance Management improves and maintains the improvement of performance, behavioural compliance, and the customer experience across all communication channels, voice and digital, and drives automated coaching and actionable insights to improve employee engagement and the overall business.

- Allows organisations to effectively practice performance management.
- Facilitates exploration for root cause of issues across employees and KPIs.
- Aggregates data from different systems into informational KPIs with context.
- Allows easy extensibility and maintenance by business users.
- Engages the entire workforce.
- Achieves 'buy-in' from participants by providing transparency and promoting understanding.
- Facilitates core processes in Quality Management and Workforce Management.

Quality Management

Verint Quality Management enables organisations to provide a single view of the quality measurements of contact centre performance, compliance, and the customer experience, across all communication channels. It enables your organisation to take real-time action informed by strategic insights, which together helps to deliver high-quality performance, compliance adherence, and a great customer experience. It can also help organisations make the transition to smarter, more compliant, customer engagement. You can efficiently select and evaluate large numbers of interactions—from voice, screen data, chat, email, and video—all from a single screen, for both human employees and bots.

Interaction Analytics

Verint Interaction Analytics unifies insights across voice and text customer interactions. It breaks down silos to unify the view of your rich, unstructured data for a complete picture of your contact centre operations — enhancing customer satisfaction and reducing time and effort. It goes beyond simply highlighting key sentiment drivers by providing automated alerts to notify the appropriate employees when certain thresholds are reached in areas such as customer sentiment, interaction category volumes, agent sentiment, and many more. It allows you to quickly address these customer issues, sometimes even before any negative impact can be felt.

With Verint Interaction Analytics, powered by market-leading Speech and Text Analytics, unexpected downturns in customer satisfaction can be traced back to problematic interactions and their root causes identified and mitigated. Analysis of this data can uncover whether these issues are being caused by the agents struggling to keep up with the volume of interactions or whether there are areas in which agents need additional training or resources to answer specific types of customer questions/concerns.

With out-of-the-box dashboards providing the high-level information you need to make critical decisions, and proactive notifications that trigger immediate action, Verint Interaction Analytics can help you keep your operations running efficiently and effectively.

Speech and Text Analytics

Verint Speech Analytics and Text Analytics provide sophisticated conversational analytics to provide more detailed analysis as part of Interaction Analytics. The solutions automatically identify, group, and organise words and phrases used during interactions into themes, which reveal rising trends and areas of opportunity or concern. Using innovative features such as predictive term suggestion, you can quickly build categories that reflect current customer issues and concerns across thousands of interactions, helping you take the right action at the right time.

Verint has more than 30 years of expertise in customer engagement, with unmatched experience, research, and innovation in Speech and Text Analytics. Verint is the most widely deployed and used Speech Analytics solution globally with over 2,000 customer deployments in over 80 different languages and dialects. Verint Speech Analytics leverages Verint Exact Transcription Bot which transcribes voice interactions with market -leading accuracy, powered by a self-learning AI that continuously learns from your specific data to create customised and highly accurate models.

Verint Speech and Text Analytics are ranked as leading conversational intelligence solutions and have consistently received the highest customer ratings for product effectiveness, vendor satisfaction and product satisfaction.

Data Insights Bot

Verint Data Insights Bot unifies your engagement data into a single place to give you a deep understanding of the behaviours of your customers, employees, and bots.

With no training required, business users can explore your engagement data using a highly intuitive search-driven interface powered by natural language search and generative AI. You can monitor key performance indicators, track customer interactions and experiences, and analyse agent performance across multiple channels and systems. The solution also provides personalised alerts providing notifications about anomalies, trends, and seasonal impacts of the data. With Data Insights Bot, it's easy to access the entire landscape of your engagement data, enabling you to make data driven decisions with confidence.

Accessibility Standards

Verint Open CCaaS has been certified to WCAG 2.2AA.

Service Deployment



Verint – Helping Deliver Great Experiences for Citizens

Public sector organisations strive to serve their communities, deliver user-centric services, lower costs, and enhance employee engagement. Our solutions can help you elevate citizen engagement while saving costs and efforts. Across central and local government, Health and Education, Emergency Services and Regulators, public sector organisations are all significant adopters of our public sector solutions. Verint helps deliver outstanding citizen experiences across all tiers of government around the world.

Public Sector organisations and government agencies are delivering a wide variety of services. This results in special challenges, requiring specifically tailored public sector technology and expertise. With more than 20 years of working with organisations across all tiers of government, we offer purpose-built, cloud solutions to enable you to better serve your community. Discover our digital solutions that help streamline government processes, boost efficiency, and cut costs.

Achieving effortless efficiency is a constant challenge for public sector organisations:

- How AI and CX Automation capabilities can help you power up your operations and better serve constituents faster without increasing resources.
- How to address the specific needs of your community and reduce costs.
- How you can best use the data you already have and access industry insights.

Citizens expect public services and information to be available 24/7. Deliver digital customer services over a variety of channels. Enable self-service via web and mobile applications. Integrate knowledge management and case management solutions for increased operational efficiency and enhanced user experience. They expect to be able to engage with authorities at any time, often without having to speak to a member of staff. Budget constraints are also forcing change. Forward-thinking government agencies are turning to cloud and self-service technologies that can help:

- Minimise call volumes and help citizens transact online.
- Provide their constituents with guided interactions.
- Automatically send notifications to citizens about the progress of their service requests.
- Configure and deploy new services without having to rely on IT.
- Enhance compliance with internal processes.
- Access real time insights and CRM analytics.

Verint – The CX Automation Company

Today's organisations face skyrocketing expectations for delivering better customer experiences (CX) across every channel. But hiring more workers and increasing workforce expenses isn't a sustainable option. AI offers a solution – and that's where Verint comes in. We empower brands with groundbreaking AI via our next-gen open platform. The first of its kind, Verint Open Platform helps organisations increase CX automation to achieve their strategic objectives and realise significant ROI.

CX automation is the ability to elevate the customer experience while simultaneously lowering costs. Contact centres realise that hiring more workers and increasing labour expenses is no longer a sustainable solution. To achieve their strategic goals, they need a new approach to increase CX automation in their contact centre operations.

The Verint Open Platform provides a team of AI-powered bots to augment human staff across the enterprise, including contact centres, web/mobile channels, branches, back offices, CX offices, and more. The result? Organisations can create capacity, lower costs, and continually improve CX.

It's all possible with CX automation.

Verint delivers AI business outcomes. Now.

Verint isn't just an artificial intelligence company, we're an AI outcomes company. Our team of cloud-native AI-powered bots are designed specifically to increase CX automation for your contact centre, driving significant ROI and improving customer satisfaction scores.

- **\$10M Saved:** A bank contained 10M interactions (80% containment rate) through AI-driven self-service with Verint IVA.
- **\$79M Benefit:** A telco reduced average call duration by 30 seconds while boosting sales with Coaching Bot
- **+39 NPS:** A mortgage lender increased its net promoter score from +3 to +39 through real-time agent coaching with Verint Coaching Bot.
- **1.5x NPS Increase:** A Brazilian telecom used speech analytics to help customers select the best services for their needs.

Stronger, Faster, Measurable AI Outcomes

Verint helps your contact centre lower costs and elevate CX with AI-powered bots that automate CX workflows — delivering stronger, faster, measurable business outcomes through our unique approach to CX Automation. Tired of failed AI experiments? Verint helps you deliver AI outcomes now to solve your most pressing CX Automation challenges in the contact centre and beyond. Stop trying and failing at AI lab experiments. Start now, see measurable outcomes quickly, and scale.

Stronger

The strength of AI outcomes is measured by how much value is created (value from increased workforce capacity, increased revenue, and elevated CX). The difference between weak and strong outcomes can have a material difference in value for the organisation (millions of pounds). We deliver stronger outcomes through:

- Continuous training of AI models on the right data
- For each automation task, we pick the right AI model and continuously update models as better models become available
- Bots infuse AI directly into your existing workflows, making adoption seamless

Brands are trying to add AI across the enterprise, but CX workflows are particularly challenging.

- Data is unstructured and trapped in multiple silos
- Workflows need to be automated in real-time: automating tasks while an interaction occurs
- Several different models are needed to automate different types of workflows

The opportunity is huge because CX is such an expensive, labour-intensive area, and Verint is best equipped to solve this challenge.

Faster

We deliver Fast time to value – we shorten the time from the moment you decide you want to automate a workflow to when you see strong outcomes. Since the value is so enormous, it's critical to shorten the time to get there. It's essential to start seeing value as quickly as possible.

- Start now: You can add bots to your existing infrastructure, whether on-premises or in the cloud, so no lengthy rip and replace project is required.
- Start in production: Verint lets you quickly see value in a production environment rather than a lab experiment that doesn't reflect reality.
- Start small: You can select your biggest pain point and deploy just one bot to automate one micro-workflow. You can deploy to just a subset of agents to measure value quickly and scale.

Verint delivers faster time to value so you can start realising benefits as quickly as possible in production, not in lab experiments. You need to accelerate the adoption of AI across your entire CX operation

Measurable

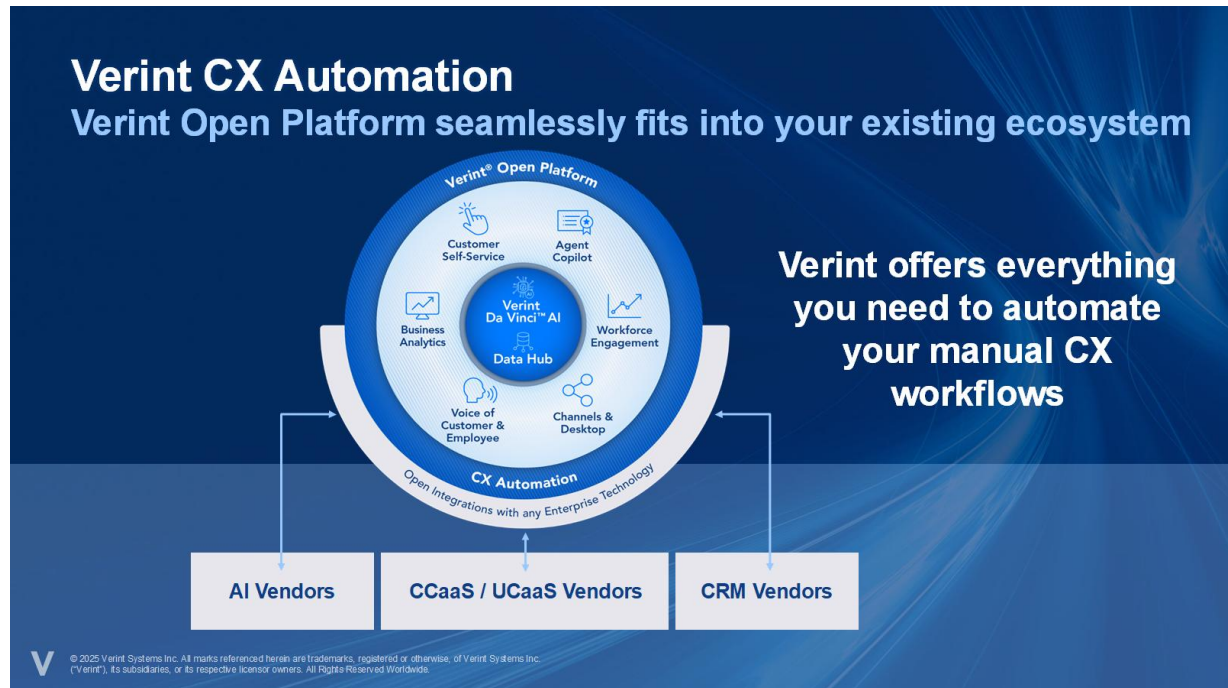
We deliver the ability to understand the ROI of your AI investment at any point in time. What you don't measure, you don't know. Measuring AI over time is critical because things change. Continuous measurement is vital. Verint has built value measurement into the core of the platform

- Value Dashboards for each of our bots show you the value of that bot at any point in time
- For every bot, we've defined what metric is important and what value it should deliver
- Verint focuses on the right metrics. We're measuring outcomes and value, not input metrics like number of tokens used.
- Verint makes it effortless to understand your value. If you have to make an effort to gather this data, you won't do it frequently.

Verint Da Vinci AI is the "bot factory," where we combine the best generative AI, commercial, customer-provided, and proprietary AI models to create our bots. Bots continually train in the data hub to become more effective, and are embedded directly into workflows, putting AI at the fingertips of agents.

Verint Open Platform

Verint helps brands elevate the customer experience (CX) while simultaneously lowering costs and delivering AI business outcomes, now. We offer Verint Open Platform, a flexible, modular platform for CX automation. Designed with data and AI at the core, Verint Open Platform helps brands automate steps of their CX workflows. Each application or bot on the platform automates a step, or micro-workflow, that brands are currently performing manually. With Verint, brands can automate these micro-workflows at their own pace to realise ROI quickly, minimise disruption, and address their most pressing business priorities first. The platform delivers a broad set of capabilities and easily connects with existing applications, both on-premises and in the cloud.



Our cloud-native open platform with data and artificial intelligence at the core increases CX Automation and delivers AI business outcomes, now.

Verint Open Platform delivers CX automation

CX automation is the ability to elevate the customer experience while simultaneously lowering costs. Brands today are challenged to deliver elevated CX while facing limited budgets and resources. Verint's team of AI-powered bots on the Open Platform augment your human workforce by injecting AI directly into the workflows. This new workforce of humans and bots allows Organisations to create additional capacity and significant cost savings.

Engagement Data Hub – your data working for you 24/7

Data is at the core of the Verint Platform. Every time a customer interacts with your brand, new behavioural data is created, including interaction data, experience data, and workforce performance data. This data is typically stuck in silos and inaccessible to your contact centre. But this data is tremendously valuable to understand what is happening across your enterprise at a deeper level to drive outcomes for your business. With Verint Open Engagement Data Hub, you can:

- Gain a deep understanding of the behaviours of your customers, employees, and bots.
- Continuously train Verint bots for the highest accuracy and effectiveness.
- Freely access and export behavioural data for use in your broader enterprise data strategy.

Verint Specialised Bots Powered by Open Da Vinci AI

Verint helps you achieve CX automation with a team of intelligent bots powered by Verint Da Vinci AI. We use our 20+ years of experience and billions of interactions to continually train our AI models to be faster and more accurate. What's more, since our approach to AI is open, you can take advantage of the rapid advancements in both Verint models as well as commercial AI models.

Verint Da Vinci AI is at the core of Verint Platform. By injecting AI into business workflows, we put AI at the fingertips of your agents and supervisors through specialised bots. Each bot specialises in one specific task, like summarising an interaction or auto-scoring a quality form. When these bots augmenting your teams, Organisations can save millions through CX automation.

Best of Breed applications – don't settle for 'almost good enough'

Contact centres are evolving and need best-of-breed applications to optimise processes. It's not enough to just tick a box in your feature list. Organisations need breadth and depth of capabilities to provide efficient, accurate, and compliant customer engagement, including:

- **Customer Self-Service** – Self Service options for citizens including Intelligent Virtual Assistant and Community Applications (including discussion forums, knowledge articles, documentation)
- **Agent Copilot** – Agent assistance capabilities that perform a specific task to reduce agent workload, resulting in a significant increase in contact centre capacity.
- **Workforce Engagement** - Applications that help contact centers / customer service organisations manage their workforce including Workforce Management, Quality Management
- **Interaction Channels and Agent Desktop** - Unify interactions across digital and telephony channels in a single agent desktop to deliver better customer experiences. Includes knowledge management to provide a single source of truth for your agents
- **Voice of Customer / Employee** - Unify survey data from every customer and employee touchpoint to develop meaningful CX and EX insights.
- **Business Analytics** – Gain deep insights on your interactions with your customers on whatever channel they choose, and surfacing anomalies, trends, correlations across the entire customer engagement operation.

Best of Breed Applications means you can choose the solutions you need to solve business problems. We are confident Verint's applications are best of breed and believe in freedom of choice, so you aren't locked in.

Open Platform: A Next-Gen platform

At Verint, openness is not a feature, it's a strategy. This gives you the freedom to choose the right path for your contact centre now and in the future so you can elevate customer experience and evolve into best-in-class operations.

With limited budget and resources, hiring more workers is not a sustainable solution, and rip and replace projects for new technology are expensive and time consuming. With Verint, you can realise quick AI outcomes without disrupting your existing technology. Our open platform helps you create a new workforce of humans and bots to deliver CX automation.

Moving your entire contact centre to the cloud may seem daunting. With Verint, you don't have to move everything at once. Verint Open Platform makes it easy to start taking advantage of cloud capabilities while keeping some of your technology, including your telephony, on-premises. You can even start by simply adding AI-powered bots to your existing on-premises deployment to begin seeing the benefits of the cloud.

The concept of CCaaS is promising – a single application to consistently and efficiently manage all of your contact centre conversations. But in reality, these applications lacked the openness and flexibility required to truly help you succeed. Different regions or business units may use different vendors for voice or digital channels, emerging social and messaging channels may not be supported at all.

Open Ecosystem – innovation without disruption

Verint Open Platform was built to seamlessly fit into your enterprise ecosystem and support your AI journey at your own pace. Large rip and replace projects are disruptive, and don't deliver results quickly.

With Verint, you can quickly achieve innovation without disruption to your current business. You can continue to use your existing technology investments, including your telephony, while still taking advantage of Verint innovations.

You can start where you want, adding a single bot to address your most pressing need and expand over time. Bots are fast and easy to take advantage of and allow you to take incremental steps that align with your priorities. This open approach provides freedom of choice and flexibility to future-proof your investment.

Enterprise-Wide – CX beyond the contact centre

Modern customer engagement extends beyond the contact centre to the back office, the branch or store, and the self-service experience. With Verint, contact centre agents and supervisors have visibility into these other activities to optimise the customer experience.

By creating these connected customer journeys, you can:

- More accurately forecast incoming work
- Continue the customer journey from wherever it started
- Connect workflows with the rest of the enterprise

Verint Platform provides a connected experience across all customer engagement use cases.

Cloud Solutions from Verint

Verint Cloud is a global service delivery fabric providing resilience and dynamic capacity for customers consuming Verint SaaS solutions. Verint Cloud delivers global reach with ubiquitous, secured access and data resilience that enables customers to operate their businesses 24 hours a day with the assurance that services will be accessible, performant, and available.

Geographical Regions

Verint Cloud is deployed in multiple locations across three key regions (AMER, EMEA, and APAC) to support customers around the globe. Verint Cloud services are deployed in any of the following locations:

- United States
- Canada
- United Kingdom
- Germany
- France
- Ireland
- Australia
- Brazil
- Japan
- India
- Singapore

Cloud Operations and Security

Verint's Cloud Operations is responsible for the management and availability of our SaaS Verint Cloud infrastructure and solutions. Cloud Operations' role is to enable platform performance and solution availability. Our 24x7x365 Network Operations Centre (NOC) and Security Operations Centre (SOC) monitor the SaaS infrastructure, network, application, and security components. Verint Cloud Operations uses ITILv3 (Information Technology Infrastructure Library version 3) standards and operating procedures.

Business Continuity and Disaster Recovery

Verint Cloud is deployed across multiple locations and layered service delivery sites to provide system continuity in the event of infrastructure or network disruptions within regions. Data recovery is considered in the design and backed up to alternate availability zones to ensure quick and timely recovery of systems during an event. The prime focus is to ensure our customers can operate their business irrespective of natural disasters, environmental or infrastructure incidents, and human error.

High Availability

High availability is at the core of Verint SaaS Cloud system architecture and deployment model. Our core systems are redundant within a single location, and our global footprint gives Verint the flexibility to serve global customers while adhering to regional and geographic requirements.

Service Level Agreement

Verint Cloud offers an availability guarantee of 99.99%, excluding scheduled and emergency downtimes, which is underwritten by service credits. Businesses depend on these systems, so reliability and system availability are key to day-to-day operations. Verint builds applications that are designed to handle both routine interruptions and unplanned failures of components and infrastructure.

Maintenance

Verint executes maintenance on a regularly published schedule, so customers have advanced notice of events and can coordinate their operations. Maintenance is executed with a goal of reducing service impact during maintenance cycles. Verint also reserves the right to perform emergency maintenance required to mitigate risk associated with an imminent threat to data integrity or to remediate a security vulnerability.

Customer Notifications

Customers are notified of maintenance windows seven days and three days ahead of any scheduled maintenance and at the start and stop of the actual maintenance window. Maintenance is carried out during the weekend outside of peak business hours, depending on the region in which the customer is located.

Identity and Access Management

Verint's Identity Platform is a cloud-based identity and access management service that provides a unified identity experience to customers across all Verint products. It is used to manage and authenticate access to Verint products and provides single sign-on (SSO) and other identity-management features to our customers. Additionally, it provides APIs for developers to integrate with their own applications.

Security and Compliance

The National Institute of Standards and Technology (NIST) is a federal agency within the U.S. Department of Commerce that develops and issues standards, guidelines, and other publications to assist federal agencies in implementing the Federal Information Security Management Act of 2002. NIST Special Publication 800-53 provides a catalog of security controls for U.S. federal information systems, and Verint systems have been configured to a MODERATE impact level according to NIST standards.

To provide a solid reference model for information security management, Verint has designed and architected its security framework based on NIST 800-53 Rev 5.1 standards, leveraging best practices for data security including (but not limited to):

- **Defense in Depth** – Verint has built multiple layers of independent security controls throughout its information technology system to help prevent threats, detect and isolate vulnerabilities, and mitigate consequences should a suspected breach occur.
- **Least Privilege** – Verint leverages the principle of least privilege to help ensure that users, programs, and processes can access only the information and systems that are required to complete a legitimate task. This enhances the integrity of data by allowing access to those who need it while inhibiting accidental errors and malicious behavior.
- **Business Continuity and Disaster Recovery** – Verint has set up numerous system redundancies and automated failovers to provide continued operations in the event of a disaster. Several other policies and procedures have been designed to increase the dependability of the information technology system, and to help ensure the protection and confidentiality of customer data.

Verint also follows other industry best practices and regulations to help ensure the availability, integrity, and confidentiality of internal and external data. Mapping of like controls to the Verint security framework allows for improved understanding of industry standards and ideas on best security practices across multiple disciplines.

Information Security

As part of our commitment to our clients' expectations and data security needs, our information security framework is designed to meet industry standards. This includes the functions required to provide protections to confidentiality, integrity, and availability of data and systems. With a mindset of security by design, all components of the framework are applied from product and application development throughout the lifecycle of the product. In-depth strategies are employed to drive a high resilience in security measures throughout the product and enforcement of security boundaries in processing environments. Through continuous monitoring, we obtain assurance of adherence to our designed framework.

While Verint has a strong stance and operational excellence in platform data security, keeping information secure is a joint responsibility between us and our clients. Clients are responsible for identifying individual contacts within their organisation who can work with or receive notification of security-based events, should the need arise. Examples of areas of customer responsibility include:

- Identification of security-related maintenance or integration with client services which may cause issues to the platform.
- Maintenance of integrated access controls through the use of single sign-on technologies to ensure that least privilege is applied.
- Advance notification of activities which involve penetration testing of our environments, outlining the efforts and scope to help ensure that the activities are not identified as malicious in nature.
- Accuracy of the data entered into the applications and assurance that only scoped information is ingested into the application.

Secure Software Development

Security by design is involved throughout the software development processes. This takes the form of static application security testing (SAST), dynamic application security testing (DAST), and software composition analysis (SCA). As each product is developed, careful attention is paid to leading organisations for standards development, such as the Open Worldwide Application Security Project (OWASP) and SANS Institute, who have defined top issues faced by software development. In addition, our code is scanned for known exploited vulnerabilities and measured against the MITRE ATT&CK methodology.

Vulnerability Scanning

Vulnerability scanning is an integral part of a secure platform and, as such, Verint has taken an approach that involves both dynamic live scanning and static deployment scans. The dynamic scans are performed live in the environment to provide assurance of current and future identification of any vulnerabilities to our platform, applications, or code. These scan results are sent directly to security team members for event correlation and investigation in our security information and event management (SIEM). The analysis is performed with leading threat feeds to ensure we are staying up to date on the latest threats and applying this knowledge to our scanning processes.

Penetration Testing

Penetration testing is performed on a continuous basis by Verint security staff and third-party testing firms with a trust but verify methodology. This takes the form of automated identification scanning and manual efforts to establish a designed defense against outside adversary attacks and insider threats. Results of testing are returned to our security operations team for policy and identification refinement to improve vulnerability identification processes and methodologies. In addition, feedback is given to the teams for their efforts in automated mitigation techniques.

Security Operations

Security Operations at Verint is the central gathering point for analysis and immediate response to identified events. This team operates 24 hours a day, 7 days a week and pulls information in from all logs and systems in the environment. Security event response begins with identification of the automated scanning for issues and log aggregations identified in our SIEM.

Data Sovereignty

Verint believes that data sovereignty—the concept that data is subject to the laws and governance of the location in which it is stored—is as important as processing integrity. As a global leader, we recognise this impacts our clients to varied degrees, and we work to ensure that compliance with federal or national requirements is identified and adhered to during the contract negotiations process. Our global processing presence allows us to accommodate sovereignty requirements across the globe with controls to help ensure enforcement of the requirements.

Like other application providers, Verint has implemented a global data retention policy to standardize data retention periods for the applications in our cloud systems, starting with our workforce engagement (WFE) applications. Cloud customer data (historical temporary and transactional data) in the applications noted within the policy are purged in accordance with the timelines set forth in the policy.

Information Security Incident Management

Incident Response

As a part of the overall security framework, an incident begins with identification, which is performed through automated events and analysis of incoming SIEM events. Upon identification of an event or possible incident, the team has defined steps to evaluate and escalate the event to an incident, which triggers a protective response. During the protect phase, an incident manager is assigned to coordinate the response as well as ensure that containment activities are established. Digital forensic specialists will ensure that all relevant data is copied to a secure location which disallows access or corruption of evidence to preserve chain of custody. Response to the incident is performed with the goal of limiting its impact and eradicating malicious activities. Once the response is complete and there is no longer a risk to client data or platform systems, recovery of systems to a known good state is performed.

Vulnerability Response

Verint has multiple avenues for identification of vulnerabilities to help ensure we can respond and mitigate vulnerabilities immediately. Verint categorises its vulnerability response into two separate phases: mitigation and full remediation.

Mitigation is defined as the process of risk reduction to an acceptable level. This is based on industry security expertise, vendor, client expectations, and data sensitivity. During this phase, we deploy features such as IP isolation, web application firewall (WAF) policies designed to prohibit exploitation, deployment of security updates as released, or, in extreme cases, blocking traffic ingress/egress.

Full remediation of a vulnerability is defined as complete removal of known risk regardless of exploitability. This phase can be applying final approved patches from vendors which demonstrate a removal of the vulnerability, replacement of a vulnerable component in our systems, or reconfiguration of systems to block or remove a vulnerable service.

Reporting Security Issues

Verint believes that having open communication with our partners, both internal and external, is important for a strong information-security design. Internally, security staff are constantly available for discussions and review of application design and function. This has developed a security champion culture within the products, where staff feel comfortable bringing issues to the team so we can collaborate on a solution to security issues. Any security risks identified by a customer or partner should be brought to the attention of their Verint project manager or contact.

Compliance

Verint's security framework provides a solid foundation for data integrity, confidentiality, and availability. Additionally, supported clients often fall within regulated industries that require specific considerations. Verint environments are architected to comply with several of the industry certifications. Emphasis is put on SOC2 Type II, PCI-DSS, GDPR, CCPA, and NIST standards. It is important to note that complying entirely with any organisation's security policy (e.g., access management and data integrity) is a shared responsibility between Verint (reflected in these standards) and the customer (its specific configuration, and security within its own environment). Compliance by Verint of its promised standards is verified by third-party audits on an annual basis, which take into account compliance over the 12-month period to various security principles. This is demonstrated in industry certifications, which can be found [here](#).

Additionally, Verint has implemented a robust AI Use Policy that applies to all Verint employees' use of AI models, and to the development practices applicable to the Verint offerings. Specifically, the Verint Responsible and Ethical AI Framework implements standardised engineering, research, and development processes. This includes risk assessments and ongoing monitoring of the Verint offerings as made available.

Customer Engagement Services



Verint helps Customers deliver AI outcomes now to solve their most pressing CX automation challenges in the contact centre and beyond. With data and AI at the core, Customers can go well beyond incremental benefits to dramatically lower costs and elevate CX.

Verint's Professional Services offerings are based on more than 30 years of experience working with customers across many areas of CX and industry sectors. Our consultative approach recognises the needs of individual customers – understanding their start point and working with them to reach their goals, leveraging Verint's open platform with data and artificial intelligence at the core to increase CX automation and deliver AI business outcomes, now.

Verint's implementation and integration strength is a key differentiator. The Verint implementation methodology is a proven process divided into three distinct phases; **Translate**, **Transition**, **Transform**. It defines the resources required at each stage and clearly delineates key transition points during the project. Each phase has built in control mechanisms that require customer participation and sign off. The methodology synchronises the readiness of the various resources on both sides at the appropriate times to deliver a successful implementation

Who are we?

Our Professional Services Team are Verint platform implementation and customer enablement experts, specialising in delivering exceptional service to customers across all industries and sizes.

We provide:

- Client-side experienced implementation and application consultants
- Delivery in 12+ EMEA languages
- EMEA wide resource presence
- Experience of delivering in regulated environments
- Customer centric approach

Investing in Verint Professional Services can:

- Deliver up to 35% improvement in operational productivity
- Increase SLA achievement by 30%

98% of our customer recommend us, some of which are listed below.

Listen to our customer's experiences first hand here: [Verint Services - Adding Value to Customers](#) and here: [Verint Services - Help Maximise Customer Value](#)



Delivery Approach

Verint's approach to delivering projects is focused on a transformational partnership and is designed to provide rapid business benefits and Return on Investment (ROI) to our customers. This is central to everything that we do, and it underpins our recommended, proven approach to solution delivery which has, at its core, the following key aspects:

- Small, flexible, cross-functional teams
- A phased, incremental approach that reduces complexity, de-risks programme objectives and ultimately delivers early ROI and value realisation
- Focusing on transformational programme delivery
- Identification of customer's priorities with the goal minimising the time to value

Our approach enables our customers and partners to become self-sufficient in the most effective manner whilst delivering a production solution. These fundamental principles of phased delivery, managing change and a 'best fit' approach are encapsulated in our delivery methodology.

Professional Services Consulting

To maximise the potential of the Verint Open Platform, Verint and our partners provide technical and consulting services. On average our consultants have more than 10 years' experience providing detailed knowledge of Verint solutions, contact centre and back-office operations best practices, as well as the processes associated with implementing the Verint customer engagement solutions into the unique environments of our customers.

We have helped iconic brands implement best practices, processes, and technology to deliver value faster and at scale. We can help customers gain valuable business insights and unlock the full potential of the Verint's Open Platform.

Our service offerings include:

- **Onboarding Services** : We help you plan, implement, and integrate your solutions efficiently, and increase knowledge and best practices across your organisation. Verint Starter Services Packages are available for most solutions. These packages enable you to get up and running quickly while minimising services costs. You can then expand the use of features based on specific needs. When your environment or needs are more extensive than a standard configuration, Verint provides tailored services to meet your unique needs.
- **Consulting Services**: We offer strategic, operational, and analytics consulting services to help you adopt best practices and deepen your utilisation of Verint solutions, improve processes to drive efficiencies, deliver insights to improve customer interactions and drive business outcomes.

- **Value Realisation Services** : To help you mature and optimise the use of your Verint solutions, we offer Value Realisation Services to help you regain focus on the desired business outcomes and promote standardised application usage, processes and governance needed to create a clear path to value and increased solution adoption. Verint's Value Realisation Consultants can supplement your staff and bring our expertise to help you run, change, and adapt your operations in a matter of weeks – not months or years.
- **Ongoing Education and Training** : Verint Academy, accessible through Verint Connect, houses a large library of self-paced training options available at no additional charge for SaaS customers. Customers and partners can access interactive learning experiences to support different types of learners and different levels of experience, with instructor-led classes and self-paced, on-demand learning available anytime, anywhere.
- **Verint AdviceLine** : AdviceLine is an “ask the expert” service designed specifically to provide you with quick guidance on operational or business practice questions. It provides you with one-hour, one-on-one sessions with an experienced consultant on a wide range of operational topics.

Verint's Methodology

Our Triple T project approach is a product of our own, extensive delivery experience – in the form of principles, guidelines, checklists and templates – supported by industry standard techniques. We combine agile software delivery techniques with structured waterfall implementation and governance. The approach has evolved over many years of successful delivery of innovative customer service solutions in large-scale complex environments within a variety of industry verticals including Telecommunications and Media, Finance, Utilities and Retail sectors across five continents.

Experience has shown that every project – and client - is different, so every application of our implementation approach is different. In practice, we adapt our approach to suit our clients' requirements on a project-by-project basis – bringing the benefit of Verint experience to identify the optimum delivery model.

There are a number of well-defined stages in our approach to delivering successful projects, each with its own, clear set of objectives, inputs and outputs. These break down into three distinct phases:



Translate

Verint Professional Services starts working with customers during the solution design phase to ensure that their CX needs are fully understood and reflected accurately in the detailed scoping and design of an engagement with Verint. Early engagement sets the project up for success by adding continuity to the overall process.

Translate ensures that our Customer's CX needs are reflected in the detailed scoping and design of an engagement with Verint.

Verint's Solution Consulting team, supported by Professional Services, will tailor our technical design, onboarding services and value realisation services to the Customer's requirements.

From the Customer's business case and required business outcomes, Verint will produce an array of documents to underpin a successful delivery.

Transition

Moving to the Verint platform is the first stage of an innovative journey for our customers. Transition is focused on migrating data from existing platforms and providing access to Verint's applications in an optimum timeframe to attain level one benefits. This is achieved through a structured program of discovery, design and implementation to embed the solutions with minimal operational disruption. This stage lays the foundations for full leverage of the Verint platform.

This phase is all about delivering the solution, enabling the Verint Bots, providing core training and providing the Customer with the base platform to maximise potential ROI and value. This phase is also known as 'the implementation phase', where Verint Services work with your technical team to implement the technology.

Transform

Once transitioned to the platform, clients can start to unlock the full value of Verint's best in class CX technology. Transformation combines technical innovation with unique skills and experience through Verint's Value Realisation Services (VRS). VRS are packages of predefined services that differentiate Verint from other CX technology vendors as they focus on enabling clients to deliver specific outcomes and achieve level two benefits such as improving CX and EX without increasing labour costs.

Verint Professional Services supports customers as their culture for continuous improvement gains momentum and they seek to set new standards in the CX that they deliver. Verint will work with customers to identify new solutions to problems that can deliver tangible results with a strong ROI.

In the dynamic world of Contact Centre and Customer Service Automation, Verint Open Platform Professional Services programs stand as a testament to our commitment to excellence through customer enablement. Through a strong partnership we empower our clients to not only adapt but lead, in an ever-evolving world of technology and customer expectation. Verint isn't just a platform; it's a promise of partnership, innovation, and success. Together, we don't just meet expectations; we redefine them, setting new standards for what great CX truly means!

Our methodology is all about working in partnerships, internal and external. Focused and tailored to our customer's business.

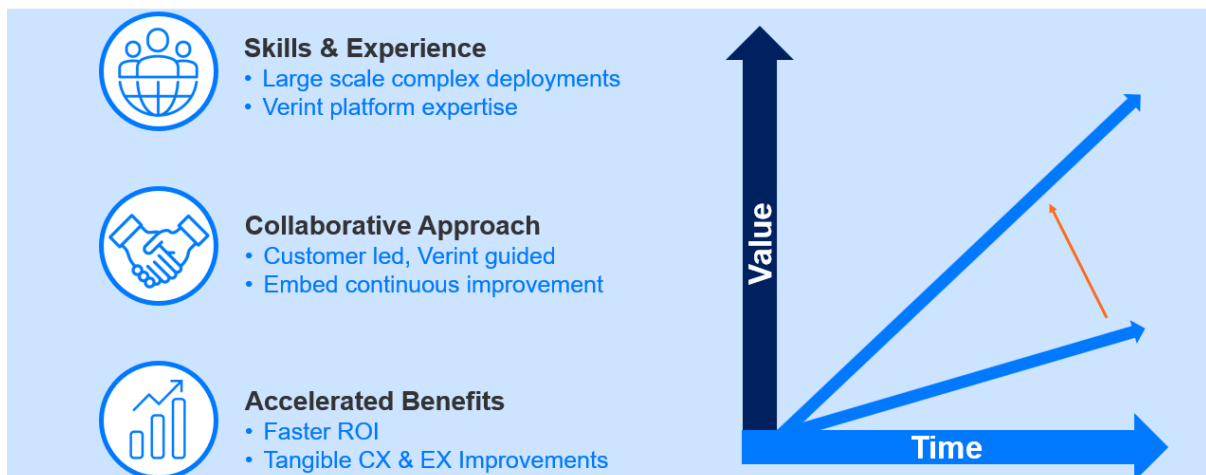
- We guide customers through the process, working hand in hand to achieve their solution objectives and business vision
- All about business outcomes. Performed via workshops, using simple but flexible processes
- Our approach is customer centric, agile and adaptable approach, based on the priorities of the Customer's business
- All under the stewardship of our highly skilled onboarding experts

Accelerating the Time to Value with Value Realisation Services

The solution will deliver huge benefits on its own, but when combined with value realisation services and other solution optimisation offerings Customers are able to unlock the true and full potential.

Value Realisation Services are an array of sophisticated offerings (from embedded Resources to AdviceLine) that will drive the ROI of the solution and ensure the value Customers receive is maximised on an ongoing basis. Our Advanced Consulting is custom designed to your requirements so that each session is laser-focused on the areas that will add value to our customers.

In the fast-paced world of customer engagement, receiving a return on any investment fast is crucial. As a result, Verint adopts an agile operating model by prioritising incremental value releases, adopting a different approach to prioritisation and focussing unwaveringly on customer value. Verint's Triple T Methodology is designed to maximise ROI and accelerate TTV.



Customer Success Management

Verint customers are assigned a Customer Success Manager (CSM). The CSM is your single point of contact for everything relating to the cloud platform and trusted customer advisor. They will work closely with your business stakeholders to create a Success Plan to drive and achieve overall business objectives.



During your onboarding, your CSM will work with you to deepen our understanding of your organisation, its processes, and key stakeholders. They will align the key people in your organisation with the key people in the Verint organisation and work out the touchpoints for the relationship, such as regular service management reviews, business review meetings and Strategic review. Your CSM will work with you to determine the appropriate participants, format, and set agenda for each of these meetings.

Customer Support Post Go-Live

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 incident, view its status, update in real-time.
- Resource Centre: Product and services documentation are housed in the resource centre with an easy-to-use search function as well as time-sensitive content, and potential solutions, relative to a known issue as you log in your incident on the customer support portal.
- Verint Academy: An online resource for training, including on-demand self-paced courses and regularly scheduled instructor-led courses

With our support offerings, you can:

- Benefit from product expertise as more than 30% of our product support specialists have 10+ years' experience with Verint products and services.
- Gain access to the Verint knowledgebase containing more than 25,000 Verint articles.
- Join peers who enjoy a 93.3% customer satisfaction rating.

Support for the SaaS offering will be providing according to the terms of the [Verint Global Support and Maintenance Plan](#).

Contact Information



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