

Service Description for G-Cloud 15 Verint Workforce Engagement



Prepared for the Exclusive Use of:

G-Cloud 15

January 2026

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VERINT



Verint – The Customer Engagement Company

Verint Systems UK Ltd
2nd Floor
The Forge
43 Church Street
Woking
GU21 6HT
United Kingdom



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Introduction



Verint Workforce Engagement (WFE) is an AI-driven solution designed to optimize workforce operations in contact centres, back-office operations and service environments. It focuses on improving both customer experience and employee engagement by streamlining key processes such as forecasting, scheduling, quality management, appointment management and compliance. The platform ensures that the right resources are available at the right time, reducing inefficiencies and enhancing service delivery and customer experiences.

A core strength of Verint WFE is its advanced forecasting and scheduling capabilities. By analysing historical and real-time data across multiple channels, Verint WFM predicts workload accurately and creates optimised schedules. This helps organisations maintain service levels while minimising overtime and reducing staffing costs. Employees benefit from self-service tools that allow them to view schedules, swap shifts, and request time off through mobile apps, promoting flexibility and work-life balance.

The solution also includes robust Quality and Compliance Management features. Quality Bot automates interaction evaluations across voice, chat, and email, using AI-driven tools to ensure consistent quality and adherence to regulatory requirements. Compliance safeguards such as automated recording pauses, data redaction, and real-time alerts help organisations maintain privacy standards and reduce risk. These capabilities enable supervisors to focus on coaching and development rather than manual monitoring.

A significant advantage in working with Verint is that our Operations Manager solution has been designed and developed in partnership with our customers to reinforce the application of these working practices in the back office and help to create and sustain agreed management processes and ways of working.

In the Workforce Engagement category Verint offers:

- Appointments and Queuing (AaQ)
- Operations Manager
- Quality Bot
- Workforce Management

Sandbox environments are available to allow for testing, pre-production, proof of concept and lab deployments.

Further details on these are available in the relevant sections below.

Solution Overview - Verint Appointments and Queuing



Verint Appointment and Queuing (AaQ) is a secure SaaS solution that helps organisations manage face-to-face customer interactions efficiently. It combines appointment booking, queue management, and event scheduling with real-time updates, analytics, and multi-channel notifications to improve accessibility, reduce wait times, and enhance service delivery across sectors.

Features

- **Cloud-based SaaS platform** – A secure, scalable solution for appointment booking, queue management, and event scheduling.
- **Multi-channel booking** – Customers can book in-person or virtual appointments via web, mobile, or assisted channels.
- **Configurable booking journeys** – Customise questions and workflows to capture intent, eligibility, and service details.
- **Digital queue management** – Real-time waitlists with live position tracking and estimated wait times.
- **Self-service check-in** – Enable customers to check in via kiosks, QR codes, or hosted greeter interfaces.
- **Automated notifications and reminders** – Send email and SMS updates for confirmations, reminders, and rescheduling.
- **Role-based staff assignment** – Match customers to the right staff based on skills and availability for efficient service.
- **Capacity management for events** – Control attendee numbers, track registrations, and manage event logistics.
- **Responsive design** – Access the platform seamlessly across desktop, tablet, and smartphone devices.

Secure identity and access management – Protect data with HTTPS encryption and optional single sign-on (SSO) Benefits

- **Reduced wait times** – Customers experience shorter queues through real-time queue management.
- **Improved accessibility** – Online and mobile booking options make services easier to access.
- **Enhanced service quality** – Customers are matched to the right staff for their needs.
- **Optimised resource allocation** – Scheduling tools help organisations use staff time more effectively.
- **Calmer waiting experience** – Digital updates reduce uncertainty and frustration for customers.
- **Lower no-show rates** – Automated reminders and rescheduling keeps appointments on track.
- **Actionable insights** – Analytics provide visibility into demand patterns and service outcomes.
- **Higher engagement** – Supports both in-person and virtual appointments for flexibility.
- **Personalised journeys** – Tailored booking flows improve customers satisfaction.
- **Robust compliance** – Secure identity and access ensure GDPR and Cyber Essentials compliance.

Public Sector Use Examples

- Local authority service centres for housing and benefits
- Healthcare clinics for immunisation and health checks
- Education services for student support appointments
- *Example:* A leading public research university increased appointment capacity by 10% using Verint Appointment and Queuing.

Appointment Booking

Description

Enables citizens to schedule in-person or virtual appointments through the digital channel of their choice, at a time that works for them. Provides convenience and improves service delivery while capturing valuable insights into citizen needs.

Features

- Book appointments via web or mobile
- Choose date, time, and appointment type
- Configurable booking questions to capture intent
- Automated reminders via email and SMS with rescheduling options
- Links to relevant information for appointment preparation

Benefits

- Increase citizen satisfaction and accessibility
- Personalise service delivery
- Improve productivity by matching staff availability and skills
- Gain insights into service demand

Queue Management

Description

Transforms physical queues into digital waitlists, creating a calmer and more informed waiting experience. Citizens can track their position and wait time in real time, reducing frustration and improving transparency.

Features

- Digital check-in via kiosk, QR code, or greeter interface
- Real-time updates on queue position and estimated wait times
- Capture purpose of visit for better service allocation
- Assign staff based on skills and availability
- Automated notifications for queue updates

Benefits

- Eliminate physical queues and improve safety
- Increase transparency and citizen satisfaction
- Improve staff productivity through smart allocation
- Collect data on arrival patterns and service outcomes

Event Management

Description

Simplifies registration and attendance for community events, workshops, and consultations. Supports both in-person and virtual events with automated reminders and capacity control.

Features

- Online registration via web or mobile
- Automated reminders via email and SMS
- Capacity management and attendee tracking
- Host management tools for event oversight
- Integration with video conferencing platforms

Benefits

- Increase engagement in local programs
- Reduce no-shows through proactive communication
- Streamline event administration and reporting

Data Analytics

Description

Provides actionable insights into citizen engagement and operational performance. Analytics help public sector organisations identify demand patterns, optimise resource allocation, and improve service delivery outcomes.

Features

- Real-time dashboards for appointments, queues, and events
- Metrics on wait times, service durations, and staff utilisation
- Channel usage reporting (web, mobile, assisted)
- No-show analysis and trend tracking
- Exportable reports in CSV or PDF formats

Benefits

- Improve decision-making with accurate, timely data
- Identify peak demand periods for better resource planning
- Reduce inefficiencies and enhance citizen experience
- Support compliance and audit requirements with structured reporting

Accessibility Standards

Verint Appointments and Queuing has been certified to WCAG 2.2AA and EN 301 549.

Solution Overview

Verint Operations Manager



Service Overview

Verint is a market leader in the application of Enterprise workforce optimisation delivering best practice across back office, contact centre and retail branches. A significant advantage in working with Verint is that our Operations Manager solution has been designed and developed in partnership with our customers to reinforce the application of these working practices in the back office and help to create and sustain agreed management processes and ways of working.

The Operations Manager solution provides a comprehensive range of functionality which works together to enable organisations to consistently manage workforce resources and skills, achieving an increase in customer service delivery and satisfaction; a reduction in costs of the operation for example through increased operational efficiency and the ability to create capacity to provide new and revenue-earning services.

Verint understands that the back-office challenges and requirements within organisations differ, as will the level of operational maturity. As such, Verint Operations Manager is made up of three components enabling organisations to start anywhere, driven by the operational requirements for visibility and control.

The diagram below shows the three levels of product capabilities. Each product will include the capabilities detailed in the previous tier.



In addition, the solution is supported by a standard connector suite to support the integration with core applications and systems within the business:



Verint Operations Visualizer

Operations Visualizer includes the following capabilities:

- Application Visualizer monitors desktop activity based on applications in focus. Applications are grouped to categorise into Productive and Non-Productive activities.
- Employee self-time (Attendance) tracking to capture events outside of desktop activity, such as Meetings, Training etc.
- Dashboards and Reports to display:
 - Employee Performance Metrics, based on time in Production Activities and their self-reported time (Attendance) to support the real-time transparent view of performance, empowering them to self-adjust behaviour and performance.
 - A Timeline Dashboard provides real-time visibility of employee activity in line with their Planned and Actual Attendance, with drill-down to log-level detail.
- The solution provides visibility for real-time virtual walkaround management.

Verint Operations Productivity

In addition to the capabilities of Operations Visualizer, Operations Productivity includes the following capabilities:

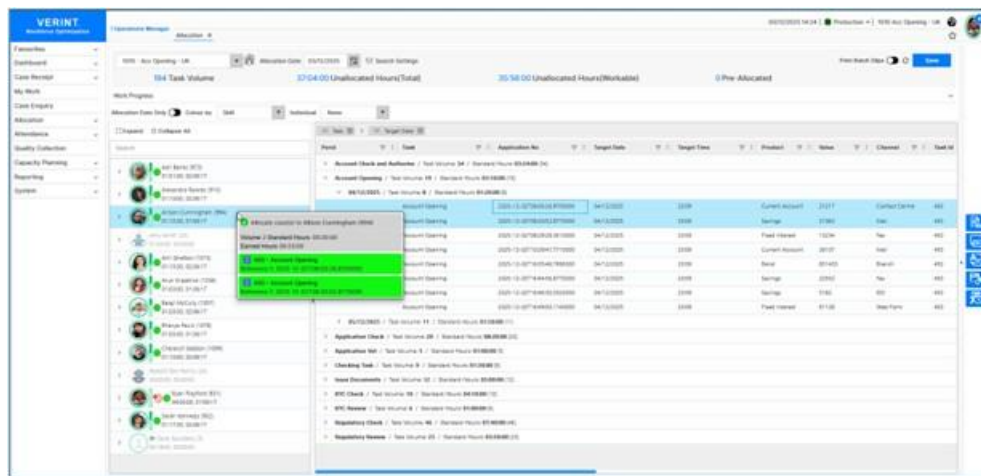
- The ability to capture incoming work items or requests from a variety of sources and consistently categorise them against a defined process and task inventory to create a single view of actual demand across the organisation.
- A daily capacity planning view that determines the level of resources available and compares with the amount of work that needs to be completed to facilitate accurate resource scheduling.
- Centralised skills matrix that provides a detailed understanding of the level of capability and a foundation for robust training and development plans.
- Individual and Team Dashboards allow for the view of intra-day performance, supporting Team Leader monitoring and support interventions.
- Team Meeting Dashboard, displaying key information required in 'setting up the day', including a view of previous day's performance, Aged Analysis of outstanding work and a summary view of the plan for the day.
- Capacity Planning functionality, allowing for the creation of Department and Team plans using historical work and performance data, up to 12 months out.

Verint Operations Manager

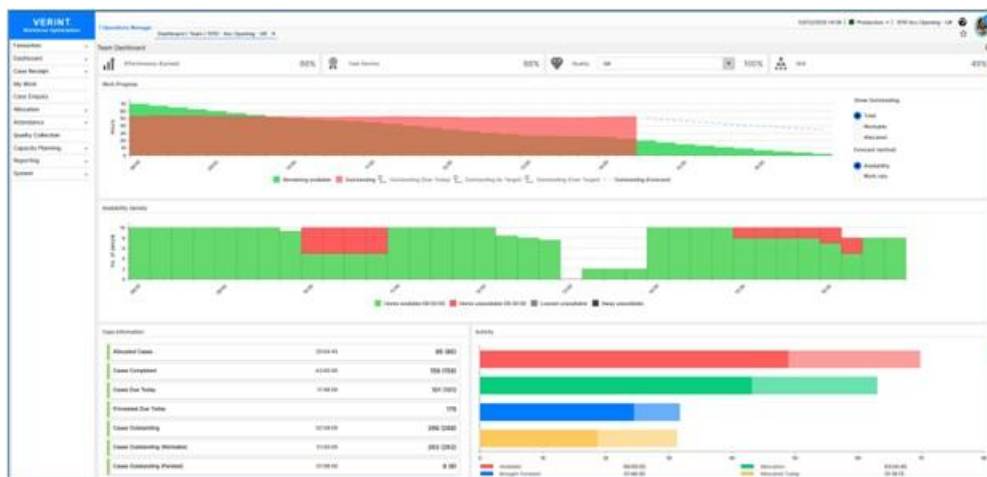
In addition to the capabilities of Operations Visualizer and Operations Productivity, Operations Manager includes the following capabilities:

- Optimised, fully automated work distribution that assigns items to customers based upon their availability and skills to ensure daily plans are achieved and customer expectations met. This is facilitated by the in-built Work Allocation Bot.
- Consistent measurement of activities both in terms of the amount of time and effort involved and the achievement of End-to-End customer service standards and promises.
- Real Time visibility of progress with the ability to redistribute work to ensure overall plans are achieved.
- Automated sampling of work items, with workflow, and integrated quality measurement reporting in line with risk and compliance requirements.

Example Allocation function, displaying all work and work being assigned:



Example Real-Time Team Dashboard displaying current position across all key metrics:



The deployment of the Operations Manager solution provides the necessary foundation for:

- On demand Management Information providing real time and historic insight across key performance indicators relating to Customer Service; Productivity; Skills Utilisation; Capacity & Availability; Quality; Throughput and Costs.
- A combination of standard reports, dashboards and bespoke reporting providing flexibility to meet a full range of requirements.
- The ability to measure and report of the end-to-end customer journey providing reliable insight into areas such as failure demand, rework and customer tolerances.

Key Benefits

- Compliance with budgets
 - Enables consistent operations management to be implemented across a full range of services enabling greater visibility, control, delivery of quick wins, increased levels of process efficiency and creation of capacity for more value-added services.
 - Optimises use of scarce resources and reduces costs.
 - A low-risk solution with proven ability to integrate and low operational costs.
 - Ability to save significant operational costs.
 - Ability to drive new opportunities for revenue generation.
- Delivery of Quality Customer Service to maintain and enhance citizen and staff satisfaction.
 - Ability to deliver quality citizen services in a time of increasing austerity.
 - Better coordinates customer service delivery across end-to-end processes through multiple channels.
 - Maximises 1st time resolution and a 'get it right first time' approach.
 - Ability to maintain and enhance employee satisfaction and reduce churn.
- Compliance with statutory requirements
 - Highly secure, highly auditable environment.
 - Ability to deliver analytics that determine the full range of activities across the operation and customer insight.

Solution Overview

Verint Quality Management



Verint Quality Management - With Verint QM, you can evaluate all the attributes of a customer interaction, including voice conversations and associated screen data, email, web chat, WhatsApp and more from a single screen. The solutions interaction player provides personalised access to speaker separated audio waveforms, video streams, chat, email and other text-based interactions, speech analytics categories, keywords, annotations, screen recordings, applications used by employees, and employee profile information.

A modern, intuitive user interface designed on detailed observations and usability tests with our customers. It simplifies the day-to-day tasks that employees perform with workflows that minimise the number of clicks.

Verint Quality Management addresses the challenges associated with traditional quality monitoring.

- Avoid the limitations of evaluating only a random sample of interactions per month by automatically evaluating 100% of interactions across all channels.
- Remove the excessive time needed to find interactions that meet the minimum requirements by using Smart Inbox to automatically delivers the calls that matter the most to your assessor inboxes.
- Evaluate sufficient interactions to capture all compliance breaches and provide meaningful results
- Design custom forms from scratch or use templates to meet your needs.

Omnichannel Support - Users can access and evaluate all captured interactions for compliance and quality, using a single unified application, including voice calls, face-to-face interviews, video, and text-based interactions. By using unified search and workflow features across multiple interaction and channel types, users can quickly get insights into employee and customer issues regardless of the channel used.

Flexibly Search and Select Interactions - There may be times when a user wants to search for interactions of interest that are outside of their Inbox. In these instances, the powerful search can make finding interactions a quick and easy process.

Interaction Status	Start Time	Interaction ID	Employee	Contact Page	Status	Channel	Media Type	Interaction Type	Interaction Text
Completed	08/01/2023 08:20:00 AM	0014	John Smith	1	1000000000	1000000000	1000000000	1000000000	1000000000
Completed	08/01/2023 08:20:00 AM	0015	John Smith	1	1000000000	1000000000	1000000000	1000000000	1000000000
Completed	08/01/2023 08:20:00 AM	0016	John Smith	1	1000000000	1000000000	1000000000	1000000000	1000000000
Completed	08/01/2023 08:20:00 AM	0017	John Smith	1	1000000000	1000000000	1000000000	1000000000	1000000000
Completed	08/01/2023 08:20:00 AM	0018	John Smith	1	1000000000	1000000000	1000000000	1000000000	1000000000
Completed	08/01/2023 08:20:00 AM	0019	John Smith	1	1000000000	1000000000	1000000000	1000000000	1000000000
Completed	08/01/2023 08:20:00 AM	0020	John Smith	1	1000000000	1000000000	1000000000	1000000000	1000000000
Completed	08/01/2023 08:20:00 AM	0021	John Smith	1	1000000000	1000000000	1000000000	1000000000	1000000000
Completed	08/01/2023 08:20:00 AM	0022	John Smith	1	1000000000	1000000000	1000000000	1000000000	1000000000
Completed	08/01/2023 08:20:00 AM	0023	John Smith	1	1000000000	1000000000	1000000000	1000000000	1000000000
Completed	08/01/2023 08:20:00 AM	0024	John Smith	1	1000000000	1000000000	1000000000	1000000000	1000000000
Completed	08/01/2023 08:20:00 AM	0025	John Smith	1	1000000000	1000000000	1000000000	1000000000	1000000000
Completed	08/01/2023 08:20:00 AM	0026	John Smith	1	1000000000	1000000000	1000000000	1000000000	1000000000
Completed	08/01/2023 08:20:00 AM	0027	John Smith	1	1000000000	1000000000	1000000000	1000000000	1000000000
Completed	08/01/2023 08:20:00 AM	0028	John Smith	1	1000000000	1000000000	1000000000	1000000000	1000000000
Completed	08/01/2023 08:20:00 AM	0029	John Smith	1	1000000000	1000000000	1000000000	1000000000	1000000000
Completed	08/01/2023 08:20:00 AM	0030	John Smith	1	1000000000	1000000000	1000000000	1000000000	1000000000
Completed	08/01/2023 08:20:00 AM	0031	John Smith	1	1000000000	1000000000	1000000000	1000000000	1000000000
Completed	08/01/2023 08:20:00 AM	0032	John Smith	1	1000000000	1000000000	1000000000	1000000000	1000000000
Completed	08/01/2023 08:20:00 AM	0033	John Smith	1	1000000000	1000000000	1000000000	1000000000	1000000000
Completed	08/01/2023 08:20:00 AM	0034	John Smith	1	1000000000	1000000000	1000000000	1000000000	1000000000
Completed	08/01/2023 08:20:00 AM	0035	John Smith	1	1000000000	1000000000	1000000000	1000000000	1000000000
Completed	08/01/2023 08:20:00 AM	0036	John Smith	1	1000000000	1000000000	1000000000	1000000000	1000000000
Completed	08/01/2023 08:20:00 AM	0037	John Smith	1	1000000000	1000000000	1000000000	1000000000	1000000000
Completed	08/01/2023 08:20:00 AM	0038	John Smith	1	1000000000	1000000000	1000000000	1000000000	1000000000
Completed	08/01/2023 08:20:00 AM	0039	John Smith	1	1000000000	1000000000	1000000000	1000000000	1000000000
Completed	08/01/2023 08:20:00 AM	0040	John Smith	1	1000000000	1000000000	1000000000	1000000000	1000000000

Design Forms with Multiple Question Types - Verint QM evaluation forms can include a wide variety of customised question types, providing the flexibility to measure just about any type of quality criteria. Question types can range from simple Yes/No questions to multi-scale questions—for example, responses scaling from Excellent to Poor—to questions that can accept responses from a custom list of 10 answers. With a wealth of options, users can incorporate the type of questions that best enable evaluators to get to the root of agent performance. This flexibility gives users the freedom to construct advanced forms to meet specific contact centre evaluation objectives and more effectively focus on agent performance.

With Verint QM, you can designate any question as a mandatory question. The system will verify that all mandatory questions have been answered before submitting the form, helping to reduce evaluation mistakes and ensure all questions have indeed been answered.

Flexibly Score Employee Performance - Verint QM features a flexible scoring system that can handle virtually any type of scoring methodology, from simple to complex. Verint QM evaluation forms can also be set up to dynamically update the score based on answers to specific questions.

Take Immediate Action with Advanced Workflow Features - If a contact centre supervisor determines that an interaction requires immediate action, he/she can easily involve others in the organisation that can solve the problem. Staff throughout an enterprise can access to Verint QM, from C-level executives to marketing resources to billing specialist.

For staff with access to Verint QM, interactions and evaluations can be flagged by users for attention. Flagging an interaction or an evaluation puts it in a specific workflow folder, where authorised parties can access and share the interaction to listen to / review and resolve specific issues. There is a virtually unlimited number of flags available for use both inside and outside the contact centre.

Auto-Populate User Data into Evaluation Forms - With a rich set of user-related data, you can auto-populate evaluation forms with the data that you need most. By auto-populating user-related data into the form, you can get better insight and more complete information regarding the agent you are evaluating. For example, you can identify business unit, skill set, and tenure. You can even track the performance of an agent by trainer. You can also capture important information regarding the user who evaluated the agent—such as his or her job title. This data can then be used both during the evaluation completion and review process and tracked via reporting.

Dispute Management - Verint Quality Management includes a structured dispute management capability to address situations where employees disagree with the results of a quality evaluation. Agents can review their evaluations within the application and, if required, submit a dispute directly against a specific form or score. The dispute process is fully contained within the system, maintaining an audit trail of who initiated the dispute, the review actions taken, and the final resolution. Reviewers can uphold the original evaluation, adjust, or escalate the case if further review is necessary. Both the employee and the manager have visibility into the outcome, supporting transparency and fairness.

Reports - Verint QM delivers a wide range of reports to suit the needs of various types of users, from employee to supervisor to C-level executive. Users can schedule reports for email delivery, gain secure access to reports, and distribute reports in formats including Microsoft® Excel®, PDF and HTML. Reporting is interactive, allowing users to drill down, filter results within the data, compare reference groups, and view information in multiple graphical formats.

Coaching - Verint Coaching is unified with QM and other Verint Workforce Optimisation applications to provide a well-defined, closed-loop process to address gaps in employee skills and behaviours found either during quality evaluations of interactions or when reviewing KPI scores in Verint Performance Management Scorecards. Verint Coaching captures and records the coaching process by maintaining a log of coaching events that take place. It helps organisations by initiating, delivering, and following up on personalised coaching sessions linked with QM evaluation and KPI scores.

Verint Quality Bot Key Features

Verint Quality Bot, powered by Verint Da Vinci AI, delivers capabilities beyond the standard Quality Management application by automating and augmenting the interaction review process. It removes most of the manual effort traditionally associated with quality and compliance programmes. Leveraging Verint's proven speech-to-text technology, Quality Bot transcribes and analyses recorded interactions to generate consistent, AI-driven scoring at scale.

Quality Bot introduces AI and GenAI-based capabilities that not only score interactions automatically but also assist in creating and refining evaluation criteria themselves. The bot can generate new automated QM questions, adapt rules dynamically based on emerging behaviours, and continuously expands the scope of what can be evaluated—from compliance checks and process adherence to empathy, tone, and other soft skills. This represents a major shift: automation is no longer limited to scripted criteria, but becomes adaptive and intelligent, aligned with both operational requirements and customer experience goals.

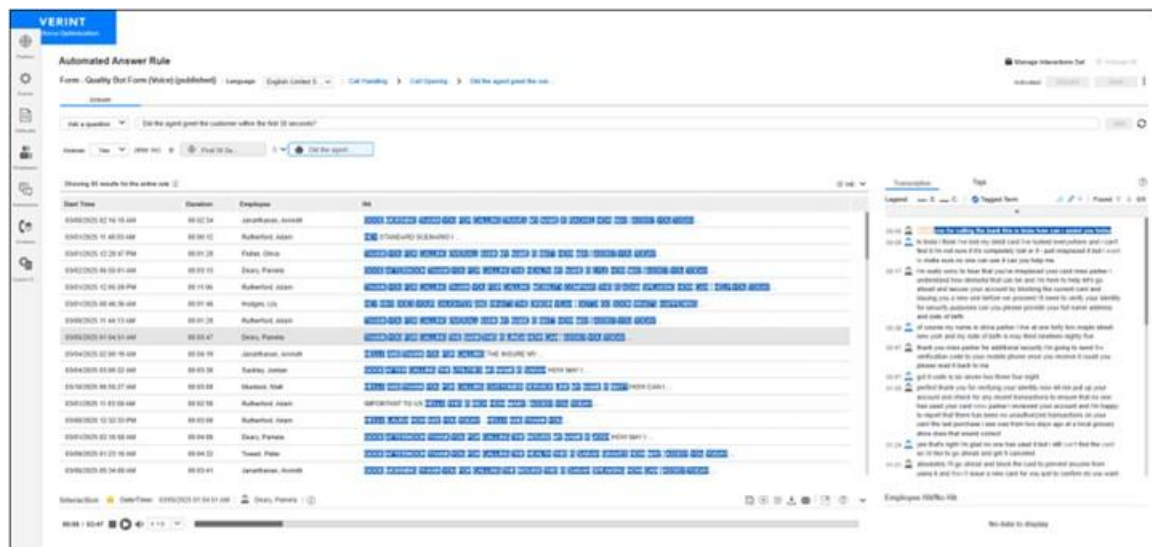
With Quality Bot, organisations can transform their end-to-end quality management process by consistently scoring and evaluating up to 100 percent of interactions across all channels. This helps dramatically increase productivity and coaching effectiveness by freeing managers and QA specialists from time-consuming manual review, giving them the capacity to act faster and more strategically on the insights surfaced.

Evaluations are seamlessly shared via employee- and team-level KPIs in scorecards, providing transparency for agents and actionable insights for supervisors. Existing QM forms can be enhanced with automated questions, and hybrid models are supported: Quality Bot can automatically score objective, rule-based questions, while supervisors retain the ability to manually score more nuanced criteria where desired. Over time, organisations can confidently expand automation coverage, moving from partially automated forms to fully automated, AI-driven evaluations.

Defining and Testing Quality Bot Automation Rules - Verint Quality Bot includes a feature-rich application to define and test auto-scoring rules. Rules define the conditions that need to be met for a question to be automatically answered as Yes, No or N/A. You can define:

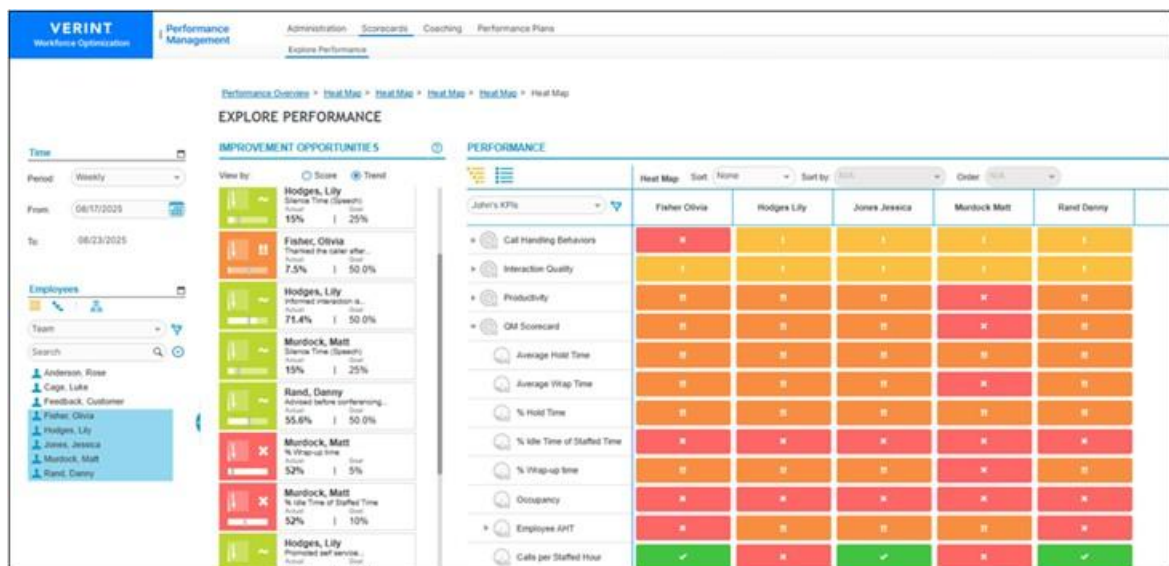
- A Quality form question, based on a simple free form text that is powered by our Da Vinci AI engine, to delivers a Gen AI experience of asking questions against your set of interactions.
- Using the Gen AI capabilities of question creation, the system will be able to identify and display, the words, phrases, or scripts the agents or customers are expected to say, according to the free text form questions that the users enter (e.g. Did the agent express empathy)
- The time or duration of the QM questions, as by using the system parameters and filters, you can instruct the Quality Bot to evaluate the interaction in specific locations or conditions in the interaction(e.g., at the beginning or end of an interaction, in response to specific questions/statements, or even aligned to specific events that occurred during the interaction)
- What is the required adherence level for scripts (i.e., what level of flexibility do you allow your agents in following those scripts?)
- As you define the conditions, the system shows you the list of interactions that meet the conditions you define, as well as their relevancy to each condition. You can view the transcription of these interactions, and you can listen to calls where applicable. Based on this you can refine your conditions as needed until you are satisfied that the rule yields the correct interactions that meet the criteria.
- To help you identify areas where the rule may need refinement, the system continuously shows you the percentage of interactions for which the rule applies across the agents in the interaction set for this form as a bar chart. When you click on any of the bars, you can access the interactions of that agent. By reviewing a few interactions of agents that the rule did not fit, you can quickly ascertain whether the interaction simply did not meet the criteria for this question. Moreover, if for example the agent did meet the desired criteria, in which case you may need to further refine and modify the terms and scripts defined for this rule for it to be more accurate.

When the rules for all automated questions in a form have been activated, you can publish the form. If the form is fully automated, the system will automatically start auto-evaluating interactions for that form once it is activated.



Accessing and Analysing Automated Scores - In a traditional (non-automated) QM process, each agent may be evaluated on less than 1 percent of their interactions, each of these evaluations will be manually reviewed. With Verint Quality Bot, you can evaluate up to 100 percent of interactions automatically, to provide a comprehensive view of agent performance with considerably less manual input needed. With such a vast amount of data, reviewing each evaluation individually is impractical and unnecessary. Verint Quality Bot provides your agents, supervisors, and managers an intuitive, AI Powered, easy-to-use, and engaging scorecard to access and analyse automated scores. Each question is represented as a key performance indicator (KPI).

Users can identify performance “hot spots:” employees and/or questions that require their attention (see screenshot below).



Verint Quality Compliance Remediation

In today's real-time world, waiting for someone else—whether it's a customer, an auditor, or a regulator—to surface an issue is not risk management, and it's certainly not customer-centric.

Verint Quality Compliance Remediation provides a modern quality approach which protects both the integrity of customer relationships and the organization's compliance requirements, while still supporting agent development

Traditional quality programs focus primarily on agent coaching and behavioural feedback.

But quality programs with compliance needs must also include quality remediation to:

- Ensure compliance with regulatory and industry standards.
- Deliver consistent compliance across all channels.
- Enable real-time issue resolution to correct problems before they escalate.

By the time the issue is found, the customer is already upset—damaging trust and loyalty. By the time you identify a problem, the customer has already disengaged. Every delayed fix erodes trust, loyalty, and lifetime value

Problems are only addressed when a customer complaint, or an auditor flags them. This reactive model puts both brand and compliance at risk. Inconsistent, delayed remediation amplifies risk and worsens CX breakdowns. It takes longer to address a compliance or cx issue, the longer and more complicated it is to resolve it.

Missed compliance issues can lead to fines, reputational harm, and lost revenue. Missed compliance issues aren't just operational gaps—they're financial and reputational liabilities that can result in fines, lost revenue, and long-term brand damage.

Verint Quality Compliance Remediation:

Analyses Quality Bot data to detect compliance failures and identifies issues needing action

Automatically presents prioritized interactions to supervisors for review and tracks SLAs

Streamlines resolution by switching from reactive to proactive flow, compressing time and reducing the level of effort to fix

Quality Compliance Remediation is quick and easy to add without any operational disruption.

Automated workflows close the loop and resolve issues immediately rather than just providing alerts; and the ability to tailor rules to route the most critical interactions through automated workflows ensures action can be taken at the correct time.

Fits Seamlessly into Quality Compliance Workflow



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Accessibility Standards

Verint Quality Management has been certified to WCAG 2.2AA.

Solution Overview

Verint WFE Sandbox



Service Overview

Deployment of Verint SaaS often necessitates organisations needing separate environments that can be isolated from and operated independently of the production environment. For example:

- Development environments
- Pre-production testing environments
- Non-functional testing environments
- Functional testing environments
- Environments for integration testing new versions 3rd party systems (e.g. Telephony, CCaaS, UCaaS, CRM, Data Warehouse systems etc)
- Any other lab-based environments that may be needed as part of provisioning and operating a Verint based solution.

Verint Sandbox addresses these and other requirements by providing independent Verint SaaS environments specifically designed for these and other use-cases, without recourse to use of production systems.

Multiple sandbox options are available, allowing the solution to be tailored to the specific needs of the customer, as outlined in more detail below.

Sandbox Features

Sandbox systems can provide access to the same capabilities available on the production system. This allows API and other integration capabilities, configuration and administration, business and end user functionality, security and compliance etc features to be simulated and exercised independently of the live/production environment.

This allows development, integration, testing, configuration changes, and evaluation of the Verint SaaS service to be undertaken in a safe and controlled environment, with zero interference to production systems. The ability for testing to be undertaken in this manner allows organisations to ensure that changes are verified and validated in advance of being deployed into production.

Furthermore, major software upgrades are applied to Sandbox a minimum of 2 weeks prior to deployment into production, providing time for such new releases to be tested, validated, and assessed before they need to be used live.

- Safe independent environment for development, integration, and testing
- Access to the same applications, integrations, APIs, and capabilities as the production environment
- Early access to major new releases in advance of their deployment into production

Verint Sandbox is available in a range of different flavours, allowing Sandbox to be tailored to your specific needs and budget. See below for more details.

Sandbox Essentials Type 1

A Sandbox Essentials Type 1 environment is ideal for customers who either don't subscribe to or don't need sandbox access to the more advanced analytics capabilities and bots available within the service.

Sandbox Essentials Type 1 provides:

- Verint Workforce Management
- Verint Engagement Data Ingest (Voice and/or Text)
- Verint Quality Management
- Verint Desktop and Process Analytics

Type 1 Sandbox has a number of key characteristics:

- Provides up to 25 named user licenses, applicable to those Verint products listed above to which the customer is subscribed for use in a SaaS production environment
- It is deployed as a standard Verint environment with the same administrative rights as the production environment.
- Has a maximum capacity of 100GB.
- It will be updated subject to Verint's standard change management process except that new "major" releases will be applied at least two weeks before deployment in the customer's production SaaS environment.
- Does not permit performance testing.

Sandbox Essentials Type 2

A Sandbox Essentials Type 2 environment is ideal for customers who also need access to the more advanced analytics capabilities and bots available within the service, and which aren't available in the Type 1 Essentials Sandbox offering.

Sandbox Essentials Type 2 provides up to 25 named user licenses, applicable to those Verint products listed below to which the customer is subscribed for use in a SaaS production environment:

- Verint Workforce Management
- Verint Engagement Data Ingest (Voice and/or Text)
- Verint Quality Management
- Verint Desktop and Process Analytics
- Verint Quality Bot
- Verint Interaction Analytics Enterprise - Speech (limited to 200k audio hours and 100 categories)
- Verint Exact Transcription Bot
- Verint Interaction Analytics – Text
- Verint Voice Survey
- Verint Real-Time Coaching Bot (requires Sandbox Live Recording Add-on – see below).

Type 2 Sandbox has a number of key characteristics:

- It is deployed as a standard Verint environment with the same administrative rights as the production environment.
- Has a maximum capacity of 100GB.
- It will be updated subject to Verint's standard change management process except that new "major" releases will be applied at least two weeks before deployment in the customer's production SaaS environment.
- Does not permit performance testing.

Live Recording Add-on

Live Recording Add-on can be included with both Sandbox Essentials Type 1 and Type 2 where live recording is also needed (i.e. live streaming of media into the solution for capture)

Live Recording Add-on provides up to 25 named user licenses, applicable to those Verint products listed below to which the customer is subscribed for use in a SaaS production environment

- Verint Engagement Data Management (EDM) Voice Capture
- Verint Engagement Data Management (EDM) Screen Capture

Verint Operations Manager Sandbox

The Operations Manager Sandbox is specifically designed for customers leveraging Verint Operations Manager and/or Operations Productivity.

Operations Manager Sandbox would normally be deployed as an add-on to either Sandbox Essentials Type 1 or Type 2 (which hosts other components of the end-to-end Operations Manager solution).

Operations Manager Sandbox provides up to 25 named user licenses, applicable to only the capabilities within the Operations Manager Application listed below to which the customer is subscribed for use in a SaaS production environment:

- Operations Visualizer
- Operations Productivity
- Operations Manager capabilities

Sandbox for Channel Automation and Knowledge Management Enterprise

The Sandbox for Channel Automation and Knowledge Management Enterprise is intended for customers leveraging Verint Channel Automation and/or Knowledge Management.

This would be deployed as a dedicated sandbox for these applications, and provides up to 25 named user licenses, applicable to only the capabilities listed below to which the customer is subscribed for use in a SaaS production environment:

- Verint Channel Automation (channels +bots)
- Verint Knowledge Management Enterprise

Custom Sandbox

If customers require a sandbox environment that cannot be addressed by any of the above sandbox options, a custom sandbox offering can also be provided. For example:

- Sandbox systems requiring access to application capabilities over and above those detailed in the above packaged sandbox options
- Larger environments needing more than 25 users
- Systems intended for load/capacity testing
- Systems with other custom requirements, such as bespoke designs and/or resilience/DR models

Please contact Verint for further details.

Solution Overview

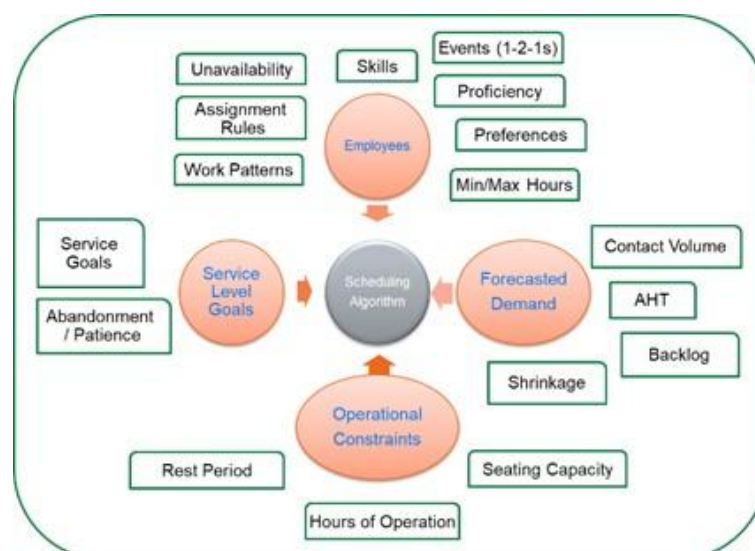
Verint Workforce Management



Verint Workforce Management (WFM) is a cloud-based solution designed to help organisations optimise their workforce operations, improve employee engagement and deliver exceptional customer service. Built upon Verint's proven cloud platform, WFM enables organisations to accurately forecast demand across multiple channels, and create optimised schedules that balance service levels, employee preferences and working rules. Verint WFM empowers staff with self-service tools for managing shifts and time-off to improve their experience and maintain a work-life balance. Actionable insights are provided through real-time adherence monitoring, queue level tracking across a range of metrics, and comprehensive reports and dashboards.

Forecasting is based on historical data and enhanced by regression analysis and advanced algorithms, allowing planners to predict workload accurately for up to 36 months in a single scenario. This Workload Forecasting Bot will surface seasonal trends, marketing campaigns or other external events. These events can be saved as Forecast Profiles, allowing them to be factored into future forecasts. Notes can be added to days to identify outliers and ensure they are not used in the forecast if they are not relevant. Should manual scaling be required, this can be easily applied, and multiple instances of any forecast can be saved, to allow planning for specific scenarios, while leaving the base forecast intact. Another key part of the forecasting module is the management of service goals – these can be applied at a queue level, representing a Service Level threshold (such as 80% of calls in 20 seconds), ASA or a deadline. For non-immediate goals these can take 'working hours' into account, for example to ensure that emails arriving while the office is closed do not generate service level exceptions.

Scheduling is equally powerful. Using a simulation-based approach, Verint WFM generates optimised schedules by considering the complexity of work, media and people's availability, employee skills, proficiency, preferences, availability and working rules. Both fixed and flexible working patterns are supported, factoring in operational constraints such as minimum rest periods, seating capacity and hybrid working arrangements. The factors considered by the scheduling algorithm are shown below:

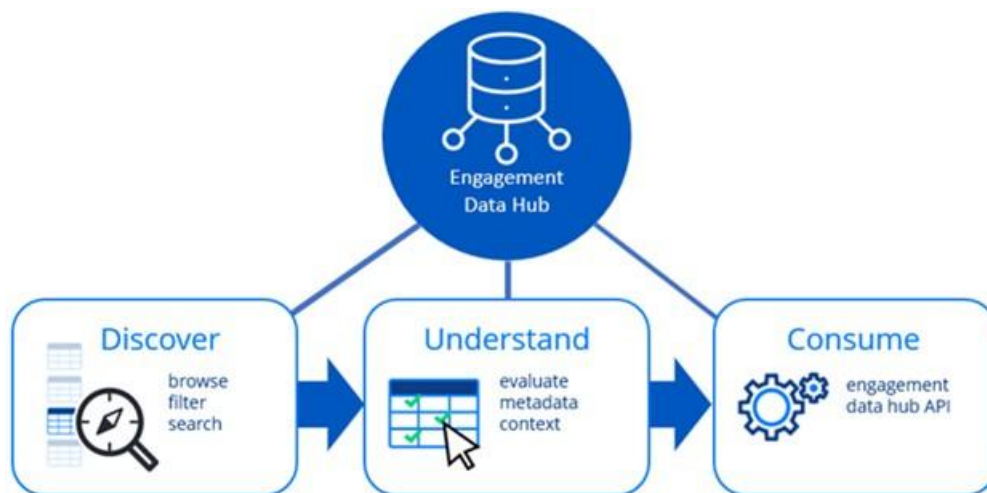


Employees can view their schedules via an intuitive web portal or mobile app; requests for shift swaps, bid for overtime, and time-off requests can be requested and processed automatically without manual intervention from supervisors. Automation ensures that requests are processed according to business rules, reducing administrative overhead and freeing managers to focus on coaching and development. Agents can also request to move their break, add a 1-2-1 or a training session.

Real-time intraday tracking and schedule adherence monitoring are integral to WFM. Managers can compare planned against actual activities – Schedule Adherence and identify exceptions such as late starts or missed breaks and take corrective action promptly. Alerts and thresholds ensure that exceptions are notified via messaging if the exception persists.

Queue Analytics provides a view of actual queue performance against forecasted and predicted metrics such as volumes, staffing and service level. Any differences can be identified early by re-forecasting and corrective action taken such as re-scheduling or offering overtime to recover any gaps.

Extensive reporting capabilities also exist within Verint WFM. Standard reports cover activities, forecasting, staffing and adherence. For enterprises seeking deeper insights, the Engagement Data Hub (EDH) enables access to key data for advanced analytics using external tools. EDH is the repository of engagement data populated by applications hosted on the Verint Cloud platform, and users who need this data for business intelligence, data analytics, or application development, can bring it from the Hub into their own data environment ready for analysis, automation and decision making across their enterprise.

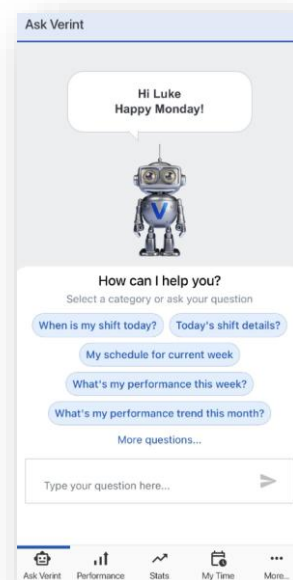


Continuing with this data led approach, Engagement Data Insights (EDI) Essentials powers WFM by providing powerful analytics capabilities with built-in Dashboards, for example Shrinkage.

Alongside the Enterprise solution, Verint offers WFM Essentials – a streamlined version designed for rapid deployment, and as an ideal first step from using spreadsheets and manual processes. WFM Essentials shares the same powerful core platform and familiar user experience as Enterprise but comes with prebuilt events and scheduling rules. Utilising this “out of the box” approach means organisations can implement the solution quickly, with minimal disruption, and start realising benefits immediately. Alongside these pre-defined workflows and rules, WFM Essentials supports forecasting for voice and digital channels, and schedules that optimise agent availability, work rules, skills and service levels. As workforce requirements mature, customers can move to Enterprise WFM with no need for a large migration project.

Elevating employee experiences are key and getting these right delivers improves retention, reduces unplanned absences and fosters better customer outcomes. Agents have access to their schedules and requests through an intuitive web browser and native mobile applications.

The MyVerint app empowers agents by giving them flexibility and visibility over their working life. Through intuitive self-service tools, agents can easily manage schedules, request time off, and bid for shifts from any device—reducing stress and improving work-life balance. Real-time updates and notifications keep them informed while personalised performance dashboards make achieving goals engaging and rewarding.



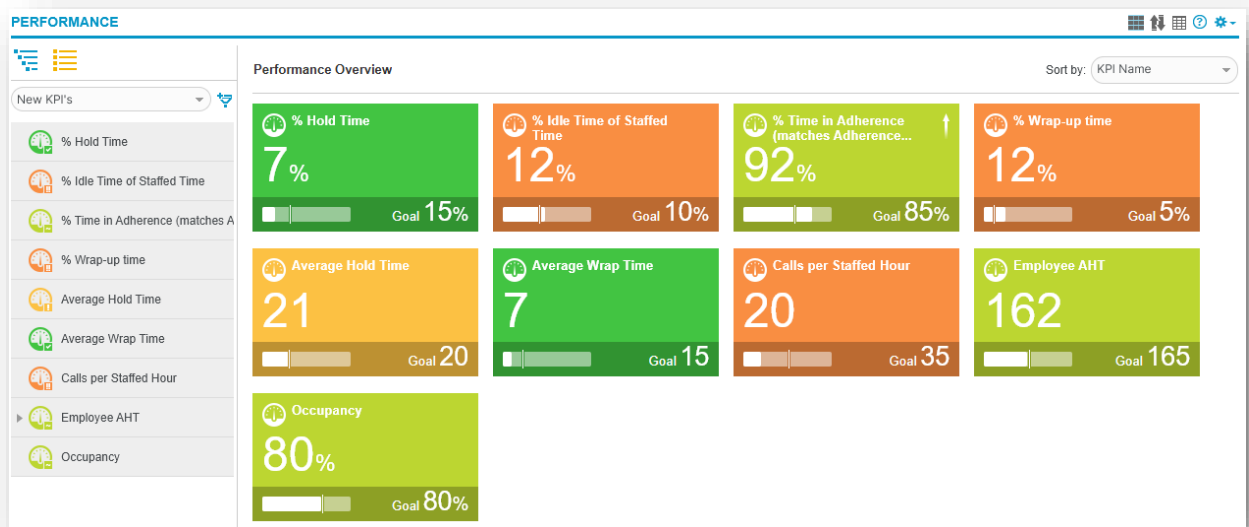
The Verint TimeFlex Bot introduces a new way for employees to manage their schedules while balancing organisational needs. TimeFlex enables agent-initiated schedule changes, eliminating the need for managers to review and approve every request. Employees can autonomously adjust their WFM schedules in real time, within guidelines giving them flexibility and control.

TimeFlex uses customer experience data to calculate the impact of schedule changes on forecasted capacity and performance. Each change is assigned a “FlexCoin” value, rewarding employees for making changes beneficial to the company. For example, working an interval during an understaffed period earns FlexCoins, which can later be spent to make changes that suit personal circumstances or preferences. As long as employees maintain a positive FlexCoin balance and do not alter their total working hours, they can change their schedules freely. This innovative approach drives employee engagement and satisfaction and reduces administrative overhead and attrition.



TimeFlex empowers employees to take control of their work-life balance without compromising service levels. Agents no longer need to submit formal requests for minor adjustments, and managers are relieved of the burden of manual approvals. The system continuously recalculates the impact of changes, ensuring that performance is maintained. This autonomy fosters a sense of trust and responsibility among employees, contributing to demonstrably higher retention rates.

Within Verint WFM, Performance Management (PM) provides organisations with a powerful framework to monitor, measure and improve employee performance against defined business objectives. Using role-specific scorecards, the solution displays actual results compared to goals for both standard and custom key performance indicators (KPI). This drives accountability and fosters a culture of continuous improvement. Employees gain daily insights into their performance, enabling self-assessment and proactive development, while managers can access views across teams and departments to identify trends and problem areas quickly. Integrated coaching tools allow managers to assign targeted guidance and resources, ensuring interventions are timely and effective. Additionally, the system can automatically assign coaching sessions and eLearning modules when KPI thresholds are not met, supporting development without disrupting operations.



By combining insights, automated triggers and intuitive dashboards, Verint's Performance Management empowers organisations to align individual performances with strategic goals, improve engagement and deliver measurable outcomes. Accessible via both web and mobile, PM ensures performance data is available anytime, anywhere, reinforcing a data driven approach to workforce optimisation.

In summary, Verint WFM is a highly scalable solution, supporting organisations of all sizes, delivered as a cloud service, satisfying security requirements, and offering robust data protection. Verint is a global leader in WFM, combining decades of expertise with cutting edge technology to deliver measurable improvements in efficiency, employee satisfaction and service quality. By choosing Verint, companies can address workforce challenges both today and in the future.

Accessibility Standards

Verint Workforce Management has been certified to WCAG 2.2AA and EN 301 549.

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

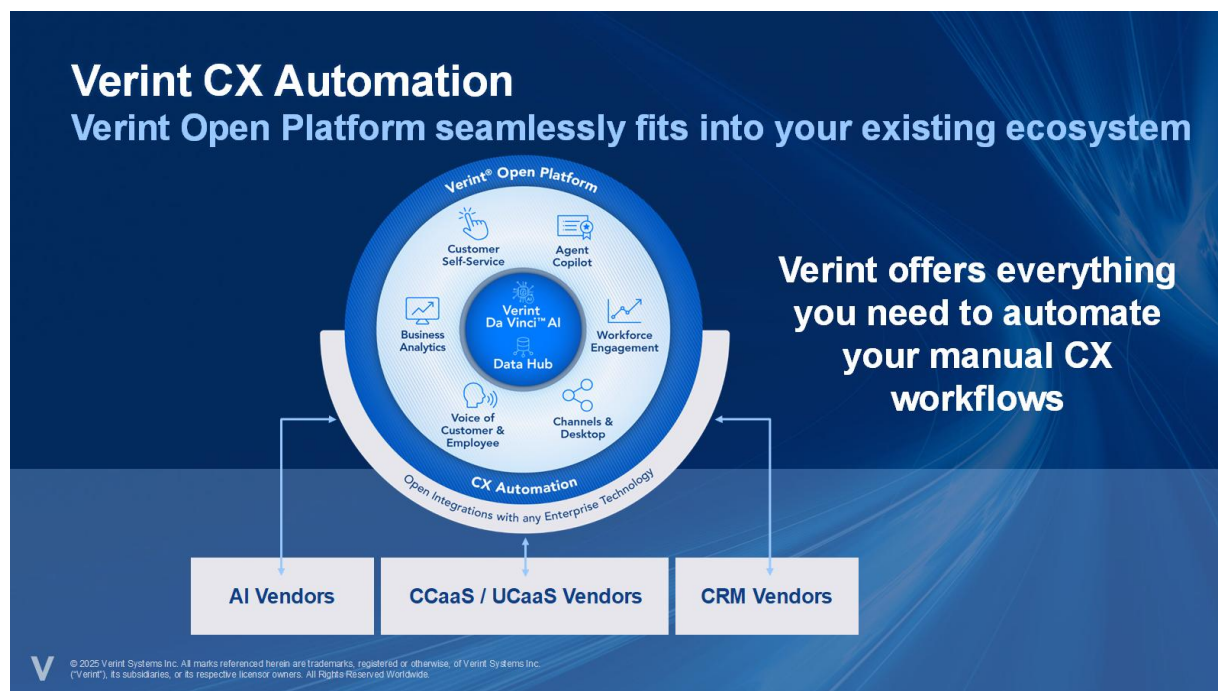
We deliver the ability to understand the ROI of your AI investment at any point in time. What you don't measure, you don't know. Measuring AI over time is critical because things change. Continuous measurement is vital. Verint has built value measurement into the core of the platform

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

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.

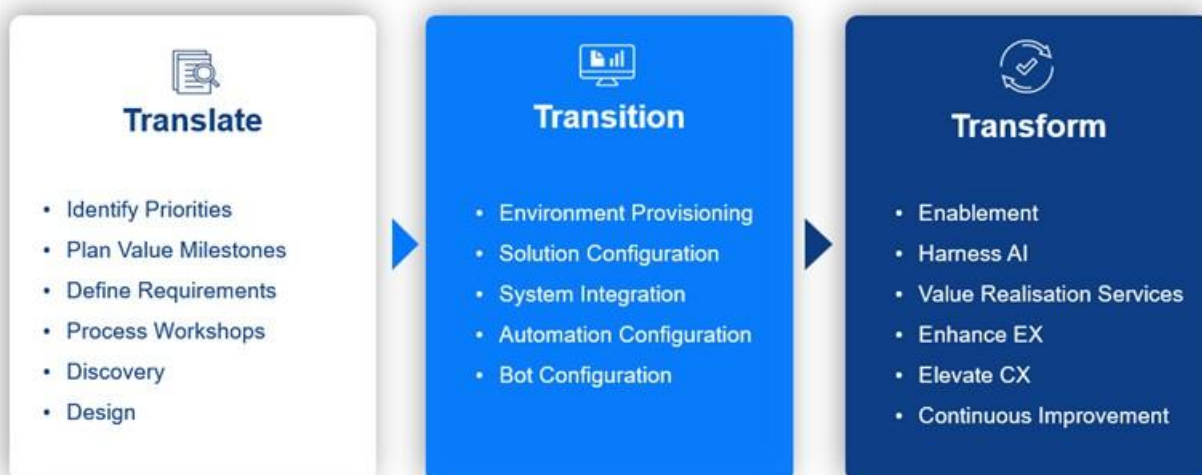
- **Value Realisation Services** : To help you mature and optimise the use of your Verint solutions, we offer Value Realisation Services to help you regain focus on the desired business outcomes and promote standardised application usage, processes and governance needed to create a clear path to value 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.

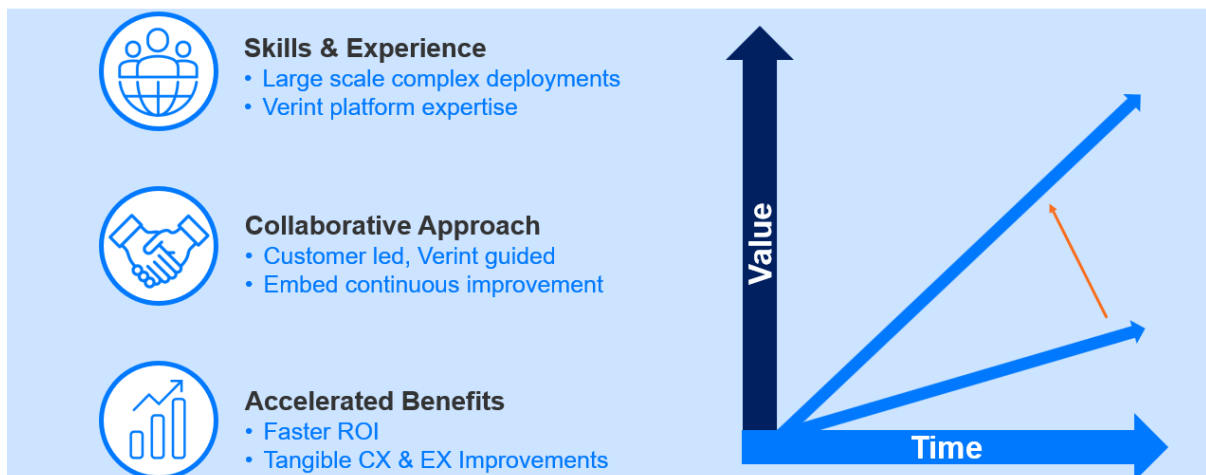
- We guide customers through the process, working hand in hand to achieve their solution objectives and business vision
- All about business outcomes. Performed via workshops, using simple but flexible processes
- Our approach is customer centric, agile and adaptable approach, based on the priorities 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



Contact and Title:	Julie French Bid Manager
Address:	2 nd Floor, The Forge 43 Church Street Woking GU21 6HT
Telephone:	01932 839500
Email:	tenders@verint.com

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