

VERINT.

Verint Open Platform

Delivers AI Business Outcomes Now



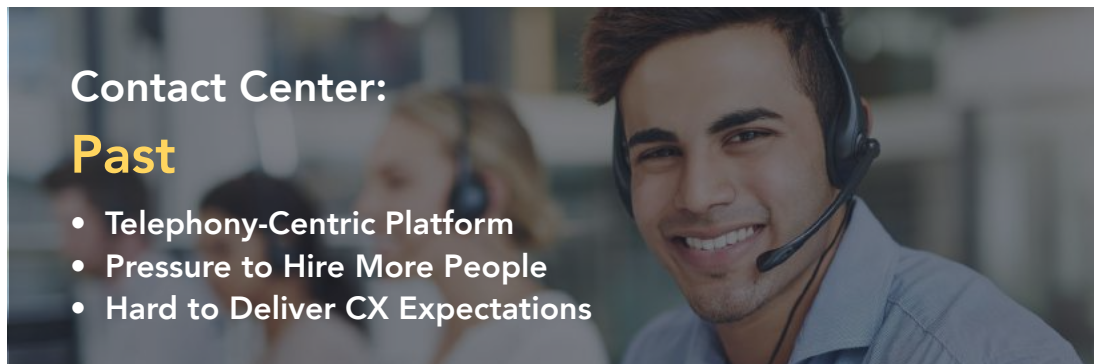
Take Your Contact Center Out of the Past with AI Business Outcomes Now

In the past, contact centers selected their voice channel technology to drive call routing. Those telephony-centric solutions required a large workforce with minimal AI and automation. More and more workers were needed to keep pace with the increasing volume of interactions and higher customer expectations. Brands realize that hiring more workers and increasing labor expenses is no longer a sustainable solution and they need AI business outcomes now. To achieve their strategic goals, they need a new approach to increase CX automation in their contact centers.

Achieve Your Strategic Objective to Reduce Costs and Elevate CX

With CX automation, brands can lower costs while simultaneously elevating customer experience (CX). CX automation drives strategic benefits, making it a top priority for every contact center. Your brand becomes more differentiated with AI-powered bots augmenting your people. Recent advances in AI technology make CX automation possible. Now.

Read on to learn about how Verint's differentiated open platform is designed to increase your CX automation and deliver AI business outcomes now in your contact center.



Your Choices For Your Journey to Increase CX Automation

The enormous benefits of CX automation make it a critical strategic objective, but there are different approaches customers can choose for their CX automation journey.

One approach is open and modular. You can add AI-powered applications and bots at your own pace and realize AI business outcomes at every step in your journey. With this approach, you can see ROI quickly, minimize disruption, and address your most pressing business priorities first.



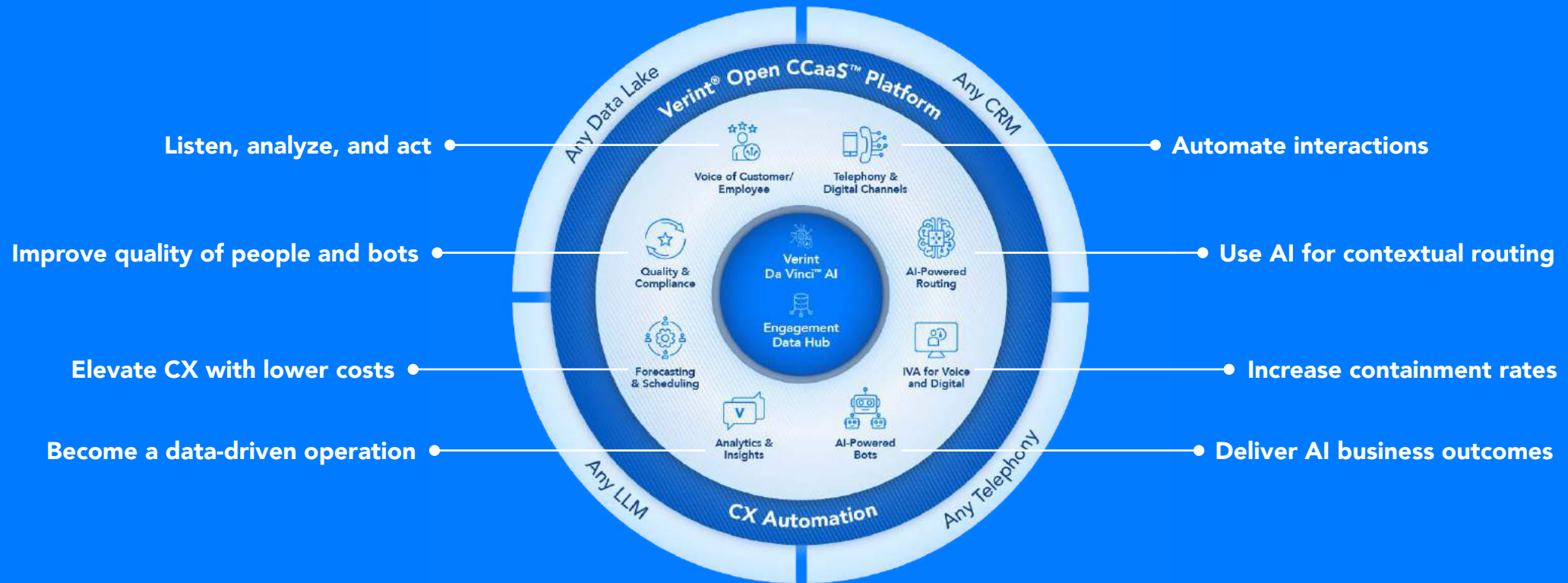
Another approach is a one-step transformation from on-premises to the cloud. These "rip and replace" projects completely replace the contact center with new infrastructure. With this approach you will need to manage complexity and disruption, and you will delay AI business outcomes until after the cloud transition.



Verint Open Platform allows contact centers to choose either approach on their journey to increase CX automation. Verint Open Platform is flexible and modular, allowing you to keep your existing investments and add AI-powered applications and bots at the pace that works for your business.

Verint Open Platform: Designed with Data and AI at the Core

Platform delivers broadest capabilities and easily connects with your existing applications



Open Approach Provides Flexibility, Modularity, and Future-proofs Your Investment

Flexibility

A contact center was looking to modernize, with a strategic objective to elevate CX while also lowering costs. They needed flexibility to avoid a risky and disruptive “rip and replace” migration project that could take 1–2 years with uncertain business outcomes. With Verint, the contact center maintained the solutions they liked (on-premises and in the cloud), added AI-powered bots right away to address their most pressing challenges, and started seeing ROI from AI business outcomes now.

Modularity

A contact center had very high workforce attrition, costing them millions of dollars. They needed results immediately. With Verint’s modular platform, they added Verint TimeFlex Bot to their existing contact center ecosystem without disruption and were able to quickly empower their agents with the work-life balance they expect, improving retention and elevating the employee experience (EX).

Future-proof

A company had already made a big investment in AI and standards for LLMs. Their contact center needed AI business outcomes now, but was mandated to use the LLMs approved by the IT organization. With Verint, these LLMs were imported into the open platform core, immediately available to all the applications and bots running in the platform. As new AI models become available—from the customer’s proprietary LLMs, from Verint, or other leading AI vendors—they are quickly incorporated, future-proofing the investment in Verint Platform and quickly delivering additional AI business outcomes now.



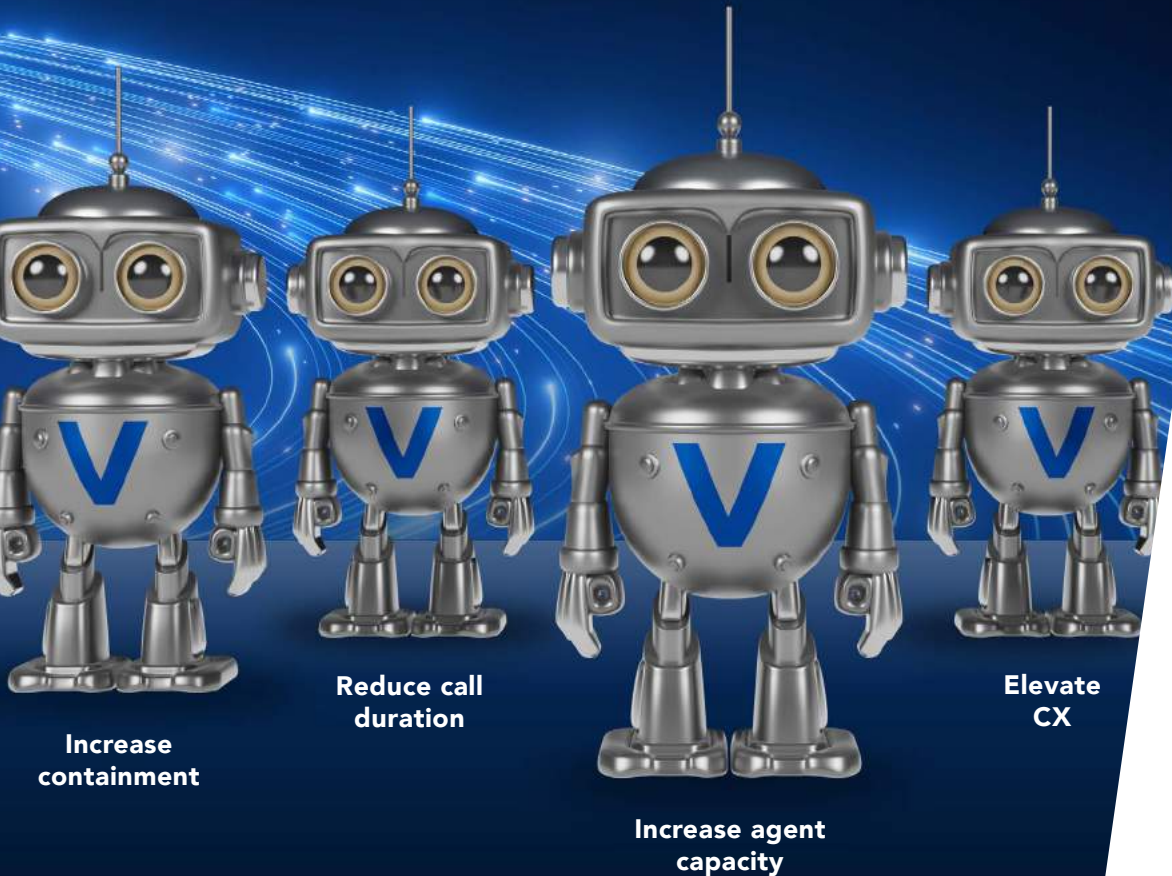
[Watch the Video: The Power of Open](#)



Behavioral Data Makes Your Entire Contact Center a Data-driven Operation

Behavioral data consists of the interaction, experience, and workforce data that is created every time a customer interacts with your brand. For many contact centers, this behavioral data is locked up in many silos, and it is hard to access or use for deriving critical business insights.

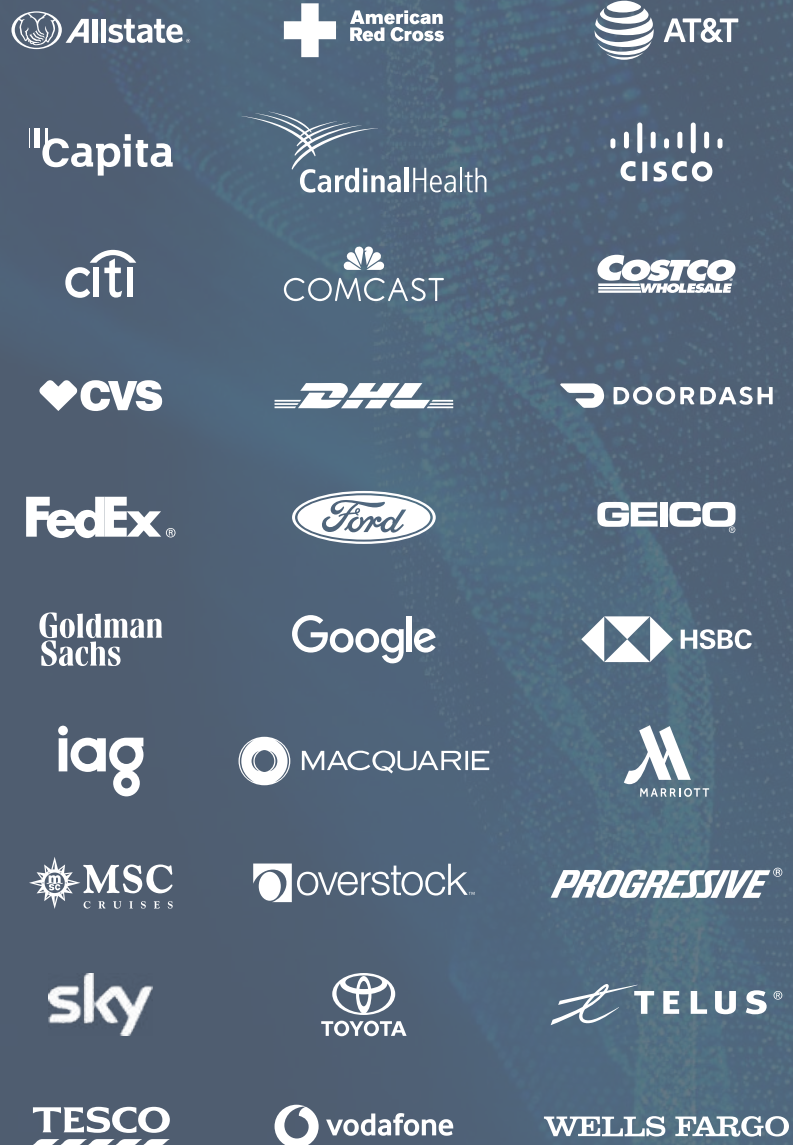
Verint connects data silos into a unified data hub that can be easily accessed and leveraged to empower agents, supervisors, and managers with insights. Verint turns your contact center into a highly efficient, data-driven operation. The Verint team of AI-powered bots trains on the behavioral data in the Verint Data Hub, the “bot gym,” and the data is continuously leveraged to maximize your AI business outcomes.



40 AI-Powered Bots, Each Driving Specific AI Business Outcomes Now

Successfully increasing CX automation requires an AI-centric platform. Verint Da Vinci™ AI is designed at the platform core to infuse the latest AI innovations to all the applications and bots running in the platform. Verint Da Vinci AI is the platform's "bot factory," where we combine the best commercial, open source, customer-provided, and proprietary AI models to create our team of AI-powered bots.

Each AI-powered bot is created in the Verint bot factory, trains continuously in the Verint bot gym, and is embedded in existing workflow to augment agents, managers, and other roles across the organization. The bots place AI at the fingertips of the human workforce to increase workforce capacity and elevate CX.



Verint is Your Trusted Partner to Deliver AI Business Outcomes, Now

You can rely on Verint for leading cutting-edge innovation, a completely open approach, and dedication to customer success.

Verint Open Platform has been recognized for CX automation leadership as well as excellent customer ratings. We serve thousands of contact centers across the globe, with four million agents currently using our platform and expanding with AI-powered bots.

Verint is your trusted partner, and our highly engaged and knowledgeable workforce is ready to help you increase CX automation and deliver AI business outcomes now.

Contact Information

Verint® (NASDAQ: VRNT) is a leader in customer experience (CX) automation. The world's most iconic brands—including more than 80 of the Fortune 100 companies—use the Verint Open Platform and our team of AI-powered bots to deliver tangible AI business outcomes across the enterprise.

Verint, The CX Automation Company™, is proud to be Certified™ by Great Place To Work®. Learn more at [Verint.com](https://www.verint.com).



VERINT®

Americas

info@verint.com

+1-770-754-1900

1-800-4VERINT

Europe, Middle East & Africa

info.emea@verint.com

+44(0) 1932 839500

Asia Pacific

info.apac@verint.com

+(852) 2797 5678

 [verint.com](https://www.verint.com)

 x.com/verint

 [linkedin.com/company/verint](https://www.linkedin.com/company/verint)

 [verint.com/blog](https://www.verint.com/blog)

© 2024 Verint Systems Inc. All marks referenced herein are trademarks, registered or otherwise, of Verint Systems Inc. ("Verint"), its subsidiaries, or its respective licensor owners. All Rights Reserved Worldwide. Unauthorized use, duplication, or modification of this document, or any part, without the written consent of Verint is strictly prohibited. By providing this document, Verint is not making representations regarding the correctness or completeness of its contents and reserves the right to alter this document at any time without notice. Features listed in this document are subject to change and not all functionality is available in all configurations. 04.2024

