

# Verint Witness Actionable Solutions

Verint® Witness Actionable Solutions®, part of Verint® Systems Inc., is the leader in enterprise workforce optimization (WFO) software and services. Our solutions are designed to help organizations enhance customer service operations in contact centers, branch offices, and back-office operations environments to increase customer satisfaction, reduce operating costs, identify revenue opportunities, and improve profitability.

Verint's award-winning, next-generation Impact 360® suite is the industry's most unified WFO solution set. With Impact 360, organizations can extract and analyze valuable information from customer interactions and related operational data to make more effective, proactive decisions for optimizing the performance of their customer service operations, improving the customer experience, and enhancing compliance. Impact 360 helps organizations improve the entire customer service delivery network, powering the right decisions to help drive service excellence and transform organizations into customer-centric enterprises.

## Our Enterprise Workforce Optimization Solutions

Verint's unified, analytics-driven, enterprise-enabled workforce optimization (WFO) solutions are comprised of proven, robust software and services for enterprises and small- and medium-sized businesses (SMBs), as well as the public safety sector. Our next-generation **Impact 360 Workforce Optimization suite** is designed to help today's customer-centric enterprises meet and exceed their sales, service, and operations goals across the organization. Verint solutions are deployed everywhere from the customer-facing contact center, to branch and remote offices, to back-office operations departments — helping enable more efficient operations, creating more loyal customers, and driving more profitable business outcomes.

## Verint Systems Fast Facts

**Founded:** 1994

**Headquarters:** Melville, New York, with offices around the globe

**Dedicated Professionals:** 2,600

**Customers:** More than 10,000 organizations in 150 countries, including over 80 percent of the Fortune 100; used across vertical markets — including by eight of the top 10 U.S., four of the top five Canadian, and three of the top five Australian banks

**Recognition:** A top 20 global enterprise application vendor\*; rated #1 in workforce optimization technology for the third consecutive year\*\*

**Solutions:** Enterprise Workforce Optimization and Security Intelligence solutions, backed by more than 460 patents and applications worldwide

**Symbol:** VRNT on The NASDAQ Global Market

**Website:** [www.verint.com](http://www.verint.com)

\* AMR Research, 2009

\*\* *CRM Magazine*, 2008, 2009, 2010



WITNESS ACTIONABLE SOLUTIONS®

Impact 360 includes the full range of WFO capabilities including Internet Protocol (IP), Time-Division Multiplexing (TDM), and mixed telephony call recording and quality monitoring; customer interaction analytics — including speech analytics, data analytics, and customer feedback surveys; workforce management; desktop and process analytics; performance management; eLearning and coaching; and more. Together, they help organizations increase customer satisfaction, reduce costs, and identify revenue opportunities. And in turn, they help the end consumers that our customers serve receive better service, avoid frustration, and even save money and time.

Verint solutions help enhance the customer experience, providing visibility into a company's entire customer service lifecycle, by:

- Recording interactions, and capturing and analyzing desktop activities, workflow, and processes for quality and compliance requirements;
- Forecasting, scheduling, and deploying the right staff, with the right skills, at the right time, along with strategic and resource planning;
- Capturing structured and unstructured analytical data, and then turning that information into sophisticated, actionable intelligence that reveals trends, opportunities, issues, and their root causes;
- Leveraging surveys to capture customer feedback and perspectives, along with evaluating the people, processes, and products that impact the customer experience;
- Applying scorecards and key performance indicators (KPIs) to gauge multi-level performance against goals; and
- Advancing personnel skills, proficiencies, and knowledge to meet contact center, branch, back-office, and enterprise objectives through coaching, training, and development.

Our software solutions are coupled with **Verint Impact Services**, professional services designed to help customers get the most from their investments. From implementation, technical support and training, to process and change management, performance management and solutions consulting, our experienced professionals understand business practices and operations, and are committed to customer success.

## Leadership and Innovation

Our market leadership has been validated by industry analysts and research firms alike, where Verint leads in:

- Gartner's Magic Quadrant with a "Leader" rating in Contact Center Workforce Optimization <sup>1</sup>
- Workforce Optimization market share <sup>2,3</sup>
- Datamonitor's Decision Matrix with a "Short List" rating for Workforce Optimization <sup>4</sup>
- Internet Protocol (IP) Recording market share <sup>5</sup>
- Quality Monitoring market share <sup>6</sup>
- Quality Monitoring shipments market share <sup>7</sup>
- Gartner's MarketScope with a "Strong Positive" rating in Contact Center Workforce Management <sup>8</sup>
- Datamonitor's Decision Matrix with a "Short List" rating for Contact Center Analytics <sup>9</sup>
- Speech Analytics market share <sup>10</sup>
- Ovum's Decision Matrix with a "Short List" rating for Speech Analytics <sup>11</sup>

<sup>1</sup> Gartner, *Magic Quadrant for Contact Center Workforce Optimization*, October 12, 2009  
<sup>2</sup> Frost & Sullivan, *North America Agent Performance Optimization Markets*, June 20, 2009  
<sup>3</sup> DMG Consulting, *2010 Quality Management/Liability Recording (WFO) Market Share Report*, June 2010  
<sup>4</sup> Datamonitor, *Decision Matrix: Selecting a Workforce Optimization Vendor*, November 2008  
<sup>5</sup> DMG Consulting, *2010 Quality Management/Liability Recording (WFO) Market Share Report*, June 2010  
<sup>6</sup> DMG Consulting, *2010 Quality Management/Liability Recording (WFO) Market Share Report*, June 2010  
<sup>7</sup> Tem Systems, *2009 Voice/Data Recording Markets, Products, Suppliers*, August 2009  
<sup>8</sup> Gartner, most recently published *MarketScope for Contact Center Workforce Management*, July 16, 2007  
<sup>9</sup> Datamonitor, *Decision Matrix: Selecting a Contact Center Analytics Vendor*, May 2009  
<sup>10</sup> DMG Consulting, *Speech Analytics Market Report 2009/2010*, Q4 2009  
<sup>11</sup> Ovum, *Decision Matrix: Selecting a Speech Analytics Vendor*, July 2010

## Verint. Powering Actionable Intelligence.®

Verint Systems Inc. (NASDAQ: VRNT) is a global leader in Actionable Intelligence solutions and value-added services. More than 10,000 organizations in over 150 countries use our workforce optimization and security intelligence solutions to improve enterprise performance and make the world a safer place. For more information, visit [www.verint.com](http://www.verint.com).



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