

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, branches, 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) suite is 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 — 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 Fast Facts

- Top 20 global enterprise application company
- More than 2,500 dedicated professionals
- More than 10,000 global customers in 150 countries
- Deployed across industries and around the globe
- More than 450 patent registrations and applications
- Used by more than 80 percent of Fortune 100 companies
- Leveraged by eight of the top 10 U.S., four of the top five Canadian, and three of the top five Australian banks
- Named #1 in WFO for second consecutive year by *CRM Magazine*



WITNESS ACTIONABLE SOLUTIONS®

Impact 360 includes the full range of WFO capabilities: Internet Protocol (IP) and legacy Time-Division Multiplexing (TDM) call recording and quality monitoring, workforce management, speech and data analytics, desktop productivity/application analysis, customer feedback surveys, performance management, eLearning, and coaching. 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 customer service, avoid frustration, and even save money and time.

Verint solutions help enhance the customer experience by providing visibility into a company's entire customer service lifecycle — from recording interactions, to capturing desktop activities for quality and compliance requirements; from strategic and resource planning and goal setting, to scheduling and deploying the right staff, with the right skills, at the right time; from capturing structured and unstructured analytical data, to turning that information into sophisticated, actionable intelligence that reveals trends, opportunities, issues and their root causes; from leveraging surveys that capture customer feedback and perspectives, to evaluating the people, processes, and products that impact customer experiences; and from applying scorecards and key performance indicators (KPIs) to gauge performance against goals, to honing personnel skills and knowledge to meet contact center and enterprise objectives through coaching, training, and development.

Our software solutions are coupled with **Verint Impact Services**, professional services designed to help organizations 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, where Verint leads in:

- Workforce Optimization market share ^{1, 2}
- Contact Center Workforce Optimization with a Gartner Magic Quadrant "Leader" rating ³
- Contact Center Workforce Management with a Gartner MarketScope "Strong Positive" rating ⁴
- Workforce Optimization "Short List" rating in Datamonitor's Decision Matrix ⁵
- Analytics "Short List" rating in Datamonitor's Decision Matrix ⁶
- Quality Monitoring shipments market share ⁷
- Contact Center Speech Analytics market share ⁸
- Internet Protocol Recording market share ⁹

1 Frost & Sullivan, *North America Agent Performance Optimization Markets*, June 20, 2009

2 DMG Consulting, *2008-2009 Quality Management/Liability Recording Product and Market Report*, January 2009

3 Gartner, *Magic Quadrant for Contact Center Workforce Optimization*, October 12, 2009

4 Gartner, *MarketScope for Contact Center Workforce Management*, July 16, 2007

5 Datamonitor, *Decision Matrix: Selecting a Workforce Optimization Vendor*, November 2008

6 Datamonitor, *Decision Matrix: Selecting a Contact Center Analytics Vendor*, May 2009

7 Tern Systems, *2009 Voice/Data Recording Markets, Products, Suppliers*, August 2009

8 DMG Consulting, *2008 Speech Analytics Market Report*, August 2008

9 DMG Consulting, *2008-2009 Quality Management/Liability Recording Product and Market Report*, January 2009

Verint. Powering Actionable Intelligence.®

Verint® Systems Inc. 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.



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