

VERINT.

AdviceLine

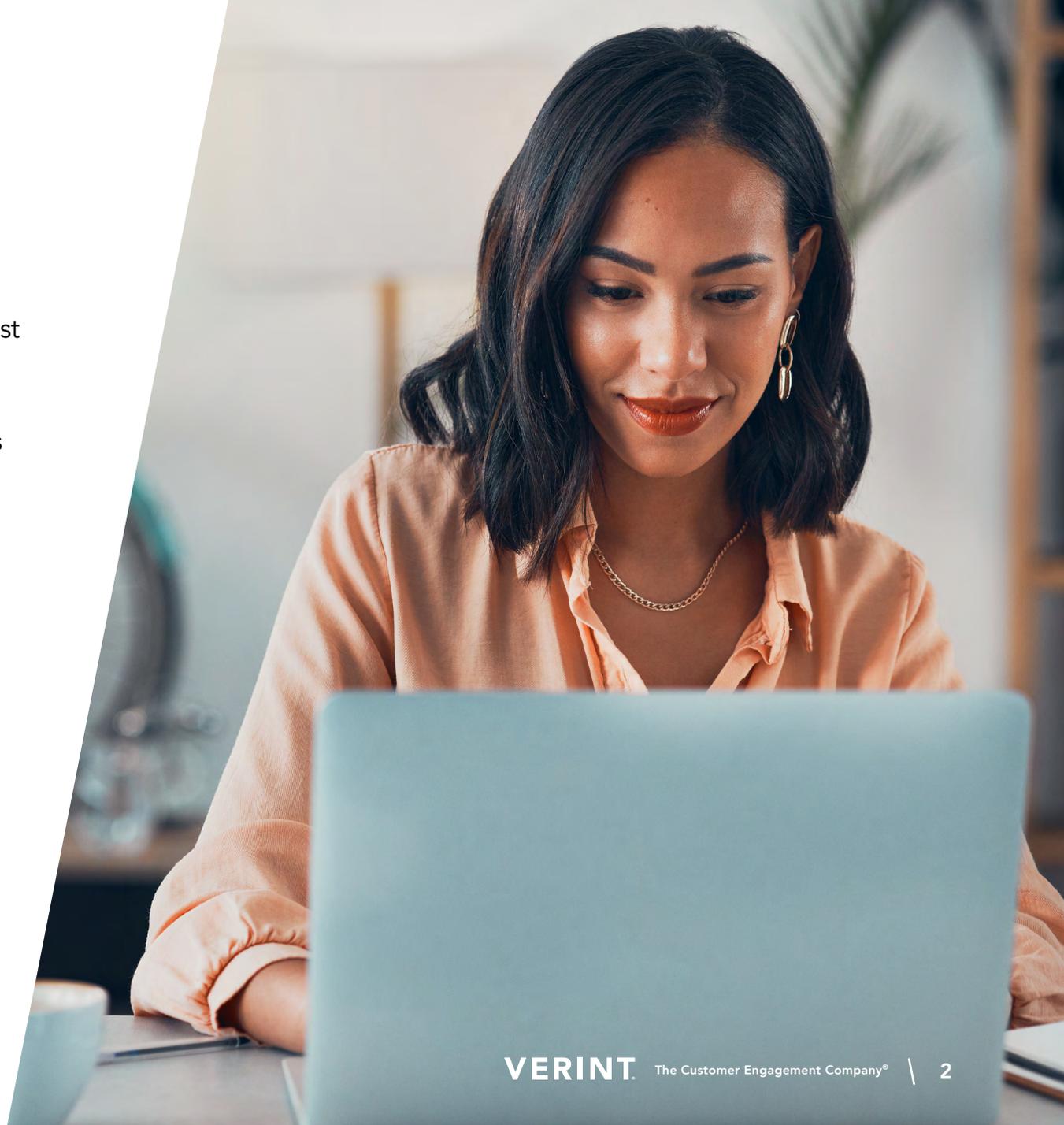
Ask questions, discover best practices,
and learn new ways to leverage your
Verint solutions

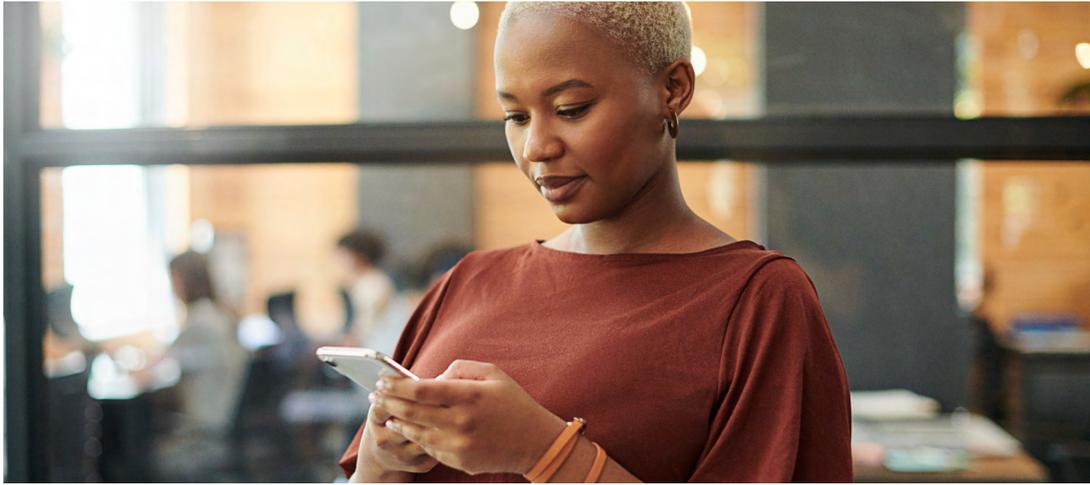


Overview

Verint® AdviceLine™ is a service that allows customers to schedule an online session with an experienced Verint Application Consultant to assist with non-technical “How can I...?” questions.

- An AdviceLine session provides you with a forum for asking questions on the best way to use Verint products to solve operational problems and conduct analysis.
- Sessions are conducted via Webex or Microsoft Teams in one-hour blocks (minimum).
- If required, these sessions can be used as short training sessions (depending on the topic).
- Technical issues—such as error messages or unexpected behaviors—should be logged into the Verint Support Portal on Verint Connect.





AdviceLine Benefits

- Get help from an expert.
- Answer those “How do I...?” questions.
- Model / analyze operational challenges.
- Optimize your usage of the software.
- Learn to leverage features which may be underutilized.



AdviceLine Packages

- AdviceLine can be purchased in eight one-hour increments or is included as part of Premium Plus Support (16 hours per year).
- AdviceLine can also be purchased as part of our Learning-as-a-Service packages.
- AdviceLine packages expire 12 months from the purchase date.

How to Book an AdviceLine Session

It's easy to get started with AdviceLine.

1. Go to <http://www.verint.com/adviceLine>.
2. Click on the link within the AdviceLine description to open up the AdviceLine form.
3. Complete the form. If you do not know your order number, contact your Verint project manager or Verint Support account manager.
4. Enter dates and times for at least three, one-hour timeslots when you are available.
5. Provide a comprehensive list of topics and questions you'd like to discuss on the call.
6. Click Submit.
7. We will respond to the customer with an assigned consultant and an invitation to schedule a session within two business days.

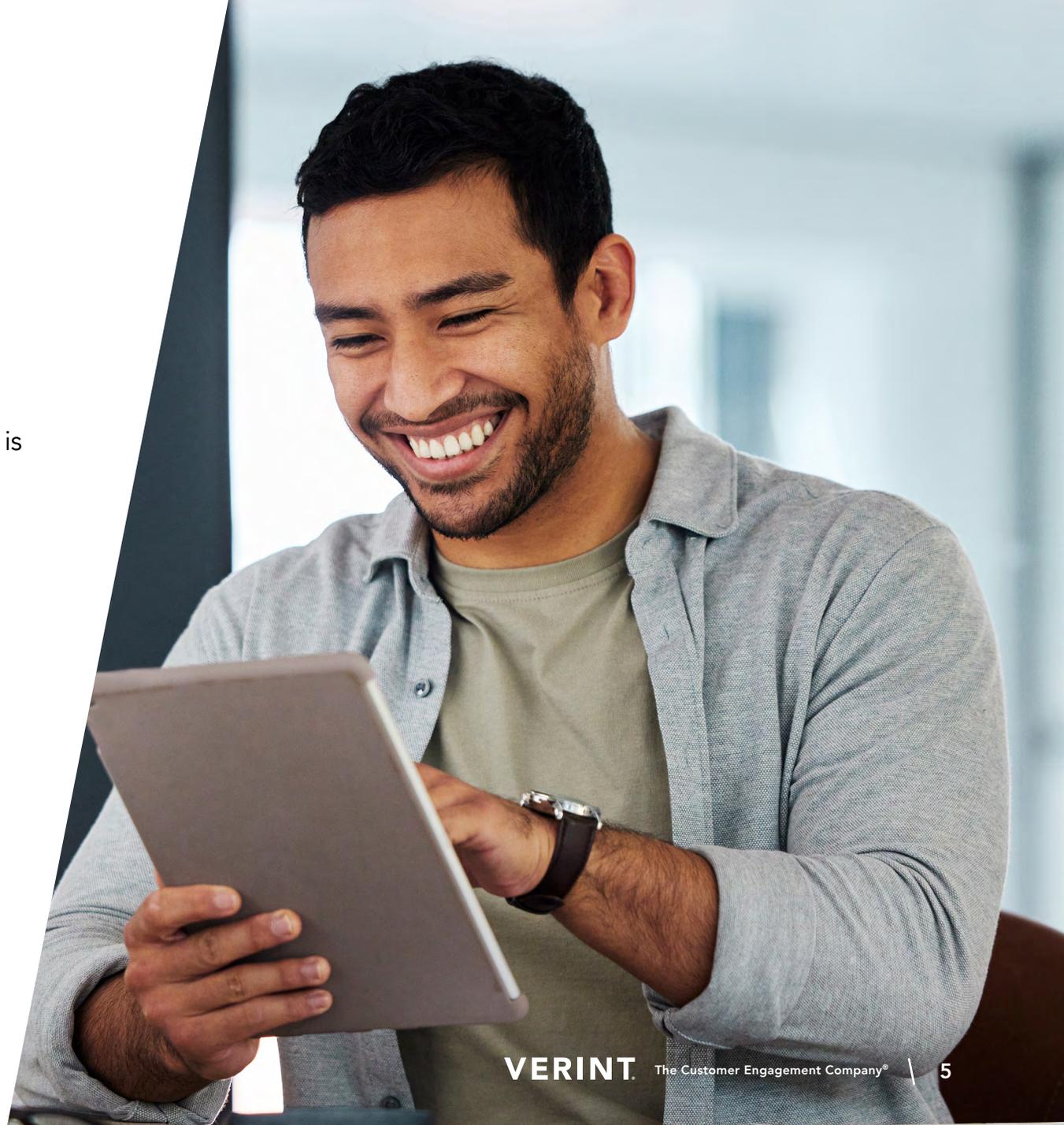


Topics Not Covered by AdviceLine

Many technical topics and questions are not suitable for AdviceLine because they require more investigation and timing than AdviceLine allows.

Below are some examples of what is not covered by AdviceLine (the list is not all encompassing).

- Writing code.
- Reviewing customer code.
- Troubleshooting or testing customer code.
- Adding or updating adapters.
- Exporting/importing data activities.
- Providing general troubleshooting (e.g., troubleshooting alarms, data flows for new recording, or adapter configurations).
- Responding to licensing queries.
- Performing as PCI audits.



FAQs



How long does the AdviceLine credit last?

AdviceLine hours expire one year from date of sale.



What happens if the AdviceLine session takes less time or lasts longer than scheduled?

AdviceLine sessions are scheduled and accounted in one-hour blocks. For example, a session scheduled for two hours but taking one and one-half hours would be billed at two hours. A session scheduled for three hours but only took one and one-half hours would be billed at two hours.



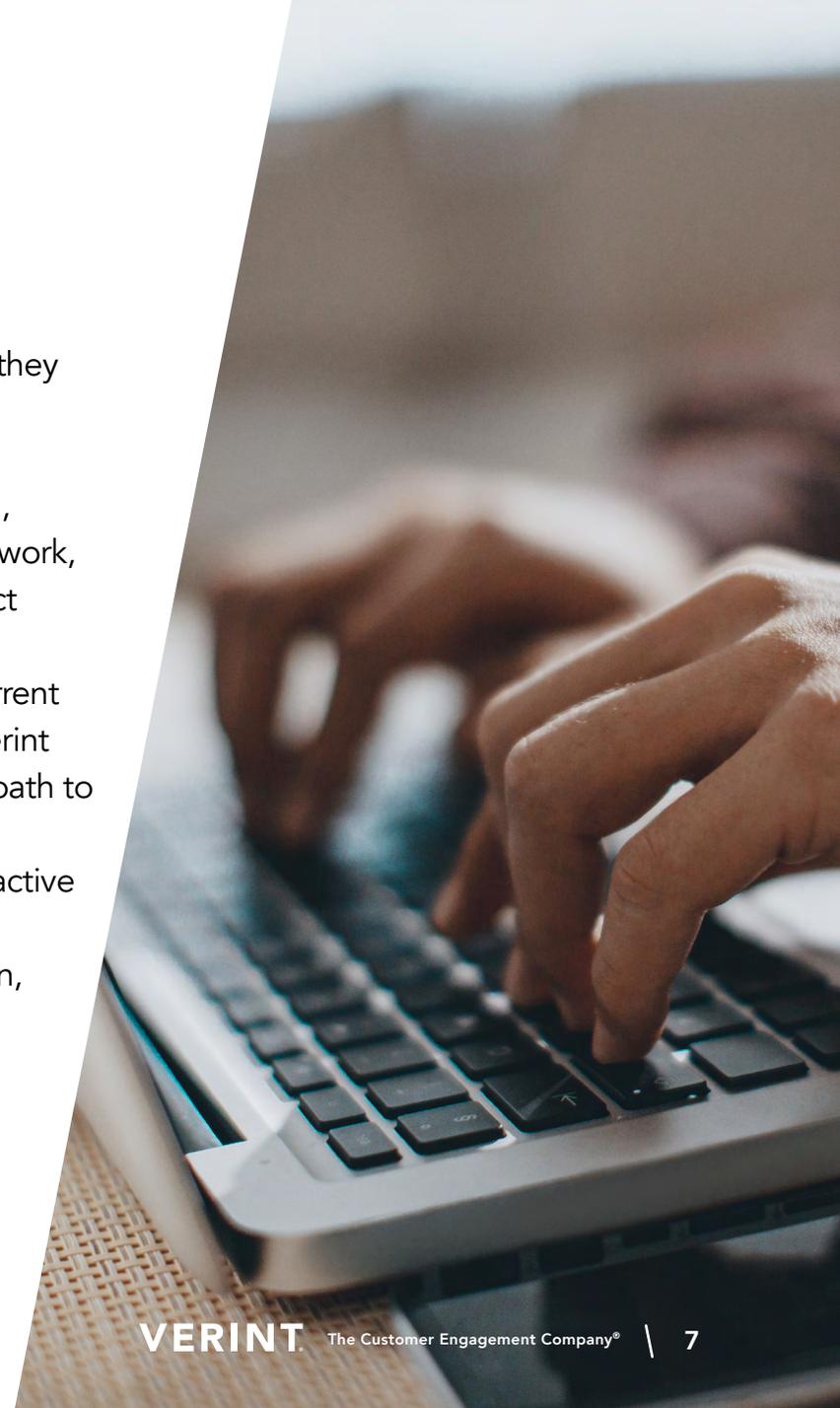
What happens if my AdviceLine session runs over the scheduled time?

Towards the end of the planned session, your consultant will review the time still required to complete the session. This may mean both parties need to negotiate to determine if additional AdviceLine time is necessary or not.

Other Services and Support Options

Verint AdviceLine is one of several services we offer customers to increase their knowledge and the value they gain from their Verint solutions. Other offerings include:

- **Verint Connect** – Our customer and partner online community that brings together the documentation, training, resources, and people you need to get the most out of your Verint solutions. Here you can network, share best practices and advice, and get your questions answered by other Verint customers and subject matter experts.
- **Consulting and Value Realization Services** – Our consulting experts and partners can analyze your current business environment and provide recommendations to help you improve operational performance. Verint Value Realization ServicesSM help you mature and optimize your use of Verint software, creating a clear path to value and increased solution adoption.
- **Ongoing Education and Training** – Accessible through Verint Connect, Verint Academy provides interactive learning experiences to support different types of learners and different levels of experience.
- **Technology Managed Services** – We can supplement your staff and bring our expertise to help you run, change, and adapt your operations in a matter of weeks—not months.



AdviceLine

Organize an online session with an experienced Verint application consultant to assist with your non-technical “How can I..?” questions.

[Find Out More](#)

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