VERINT.

Category	Product	SOC2 Type I / Type II	PCI DSS 3.2.1 Level 1	HITRUST Self Attestation	HITRUST Mapping	HIPPA Mapping	NIST 800-53 Controls Mapping
Verint Da Vinci	Voice Biometrics						
	Call Risk Scoring	Type II					
	Cognitive Search API Service						
	Intent Discovery						
	Real-Time Transcription API Service						
	Redaction Service						
	Speech Transcription API Service	Type II	Yes		Yes	Yes	Yes
	Summary Service						
Engagement Data Hub	Automated Verification						
	Compliance Archive						
	Encryption Service						
	Engagement Data Management	Type II	Yes		Yes	Yes	Yes
	Engagement Data insights	Type II	Yes		Yes	Yes	Yes
	Enterprise Recordings						
	Financial Compliance						
	Recording for public safety						
Channels and Routing	Engagement Orchestration	Type I	Yes		Yes	Yes	Yes
	Case Management Pro	Type I	Yes		Yes	Yes	Yes
	Case Workflow						
	Channel Automation						
	Citizen Engagement						
	Community	Type I	Yes		Yes	Yes	Yes
	Intelligent Virtual Assistant	Type I	Yes	Yes	Yes	Yes	Yes
	Interactive Voice Response	Type II	Yes		Yes	Yes	Yes
	Messaging	Type I	Yes		Yes	Yes	Yes
	Real-Time Agent Assist						
	Chat & Email	Type I	Yes		Yes	Yes	Yes
Self Service	Case Management Professional	Type I	Yes		Yes	Yes	Yes
	Case Workflow						
	Channel Automation						
	Community	Type I			Yes	Yes	Yes
	Intelligent Virtual Assistant	Type I	Yes	Yes	Yes	Yes	Yes
	Interactive Voice Response	Type II	Yes		Yes	Yes	Yes
	Messaging	Type I	Yes		Yes	Yes	Yes
	Real-Time Agent Assist						
Knowledge Management	Knowledge Management Enterprise	Type I					
	Knowledge Management Pro	Type I	Yes		Yes	Yes	Yes
Analytics and Insights	Application Triggers						
	Application Visualizer						
	Desktop and Process Analytics						
	Interaction Analytics						
Forecasting & Scheduling	Appointment booking						
	Event Booking						
	Intelligent Interviewing						
	Operations Manager						
	Operations Productivity						
	Operations Visualizer						
	Queue Manager						
	Task Manager						
	Workforce Engagement Pro						
	Workforce Management	Type II	Yes		Yes	Yes	Yes
	Workforce Management Essentials	Type II	Yes		Yes	Yes	Yes
	Workforce Management Pro	Type II	Yes		Yes	Yes	Yes
	Workforce Management Branch Forecaster						
	Workforce Management Branch Scheduler						
	Workforce Management Branch Data Analytics						
Quality & Compliance	Automated Quality Management	Type II	Yes		Yes	Yes	Yes
	Interaction Quality						
	Quality Management	Type II	Yes		Yes	Yes	Yes
	Quality Management Pro	Type II	Yes		Yes	Yes	Yes
	Real-Time Coaching						
Real-Time Assistance	Case Management Pro	Type I	Yes		Yes	Yes	Yes
	Case Workflow						
	Channel Automation						
	Community	Type I			Yes	Yes	Yes
	Intelligent Virtual Assistant	Type I	Yes	Yes	Yes	Yes	Yes
	Interactive Voice Response	Type II	Yes		Yes	Yes	Yes
	Messaging	Type I	Yes		Yes	Yes	Yes
Voice of the Customer	Experience Management	Type II			Yes	Yes	
	Digital Behavior Analytics	Type II			Yes	Yes	
	Digital Feedback	Type II			Yes	Yes	
	Interaction Analytics	Type II			Yes	Yes	
	Interaction Quality	Type II			Yes	Yes	
	Location Feedback	Type II			Yes	Yes	
	Predictive Modeling	Type II			Yes	Yes	
	Speech Analytics	Type II	Yes		Yes	Yes	Yes
	Voice Survey	Type II			Yes	Yes	Yes
	Web and Mobile Experience Management	Type II	Yes			Yes	Yes
Back Office	Application Triggers						
	Application Visualizer						
	Appointment Booking						
	Desktop and Process Analytics						
	Operations Manager						
	Operations Productivity						
	Operations Visualizer						
	Knowledge Management Enterprise						
	Knowledge Management Pro	Type I	Yes		Yes	Yes	Yes
Branch	Appointment Booking						
	Event Booking						
	Queue Management						
	Task Management						
	Workforce Management Branch Forecaster	Type II	Yes				
	Workforce Management Branch Scheduler	Type II	Yes				
	Workforce Management Branch Data Analytics	Type II	Yes				
Financial Compliance	Financial Compliance						
	Recording for Public Safety						

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