



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	
Engagement Data Hub	Summary Service							
	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							
Channels and Routing	Financial Compliance							
	Recording for public safety							
	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	
Self Service	Messaging	Type I	Yes		Yes	Yes	Yes	
	Real-Time Agent Assist							
	Chat & Email	Type I	Yes		Yes	Yes	Yes	
	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	
Knowledge Management	Real-Time Agent Assist							
	Knowledge Management Enterprise	Type I						
Analytics and Insights	Knowledge Management Pro	Type I	Yes		Yes	Yes	Yes	
	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 Assistance	Real-Time Coaching							
	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	
Voice of the Customer	Messaging	Type I	Yes		Yes	Yes	Yes	
	Experience Management	Type II			Yes	Yes	Yes	
	Digital Behavior Analytics	Type II			Yes	Yes	Yes	
	Digital Feedback	Type II			Yes	Yes	Yes	
	Interaction Analytics	Type II			Yes	Yes	Yes	
	Interaction Quality	Type II			Yes	Yes	Yes	
	Location Feedback	Type II			Yes	Yes	Yes	
	Predictive Modeling	Type II			Yes	Yes	Yes	
	Speech Analytics	Type II	Yes		Yes	Yes	Yes	
	Voice Survey	Type II			Yes	Yes	Yes	
Back Office	Web and Mobile Experience Management	Type II	Yes			Yes	Yes	
	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					
Financial Compliance	Workforce Management Branch Scheduler	Type II	Yes					
	Workforce Management Branch Data Analytics	Type II	Yes					
	Financial Compliance							
	Recording for Public Safety							

This document contains confidential and proprietary information of Verint Systems Inc. and may not be distributed to persons or organizations for which it is not intended. Unauthorized use, duplication, or modification of this document in whole or in part without the written consent of Verint Systems Inc. is strictly prohibited. By providing this document, Verint Systems Inc. is not making any 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. Contact your Verint representative for current product features and specifications. All marks referenced herein with the ® or TM symbol are registered trademarks or trademarks of Verint Systems Inc. or its subsidiaries. All rights reserved. All other marks are trademarks of their respective owners. © 2024 Verint Systems Inc. All rights reserved worldwide.