VERINT

Verint Intelligent Virtual Assistant Professional Package™ Conversational AI Tools

Build and deploy a user-friendly IVA on your terms, with your team, using simple drag-and-drop technology

As part of the Verint Customer Engagement Cloud Platform, the Verint IVA Professional Package™ (Verint IVA Pro Package) empowers business professionals with a low-code way to create and manage digital AI assistants and chatbots that can drive rapid ROI and value to support business goals. Ideal for enterprises and partners, the Verint IVA Pro Package includes a suite of AI-powered design tools that help eliminate guesswork and frustrating, manual entry—along with necessary APIs to allow teams to create and deploy SaaS-only digital chatbot solutions. It also includes self-paced training to help you succeed.

The Verint IVA Pro Package leverages enterprise-grade AI while also remaining accessible and easy to use for non-technical administrators. You won't need a large internal team of developers or computer scientists to take advantage of this solution. With an easy drag-and-drop user interface, you can build your chatbot on the fly, quickly test new intent understanding, and get your customers the service they need, when they need it.

The Verint IVA Pro Package features a suite of conversational AI tools. These tools can help you build and adjust your chatbot and its responses, as well as examine your data to better understand your customers and how you can best serve them.

Verint IVA Intent Manager™

Turns your existing conversation data into a language model that you can build and grow

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Verint IVA Intent Manager helps you further build the language model for your IVA. Intent Manager quickly analyzes large amounts of natural language inputs so that human trainers can understand how user inputs are related to one another and can be grouped by user intent.

Essentially, Intent Manager identifies what an IVA needs to know by inspecting inputs from real users in real time. It uncovers what the users are asking, and how they're asking. This tool is invaluable in its ability to analyze IVA interactions to understand and resolve gaps in the IVA's natural language understanding.

Highlights

- Visualize conversations and interactions for a simple, easily digestible look at how your customers are using the IVA.

- Organize unstructured data quickly and with minimal effort from your teams.

- Identify and create intents and organize them to improve the language model.

- Test natural language understanding in real time.

- Learns and improves based on conversational data and training.

IVA Intent Manager

Intent Manager features data visualization that's easy to use, even for non-technical members of your team, so that you can see where you need to improve your natural language model to maximize your IVA's effectiveness. Our customers enjoy how this tool simplifies and streamlines the intent management workspace, resulting in a natural language model that can more efficiently power your IVA.
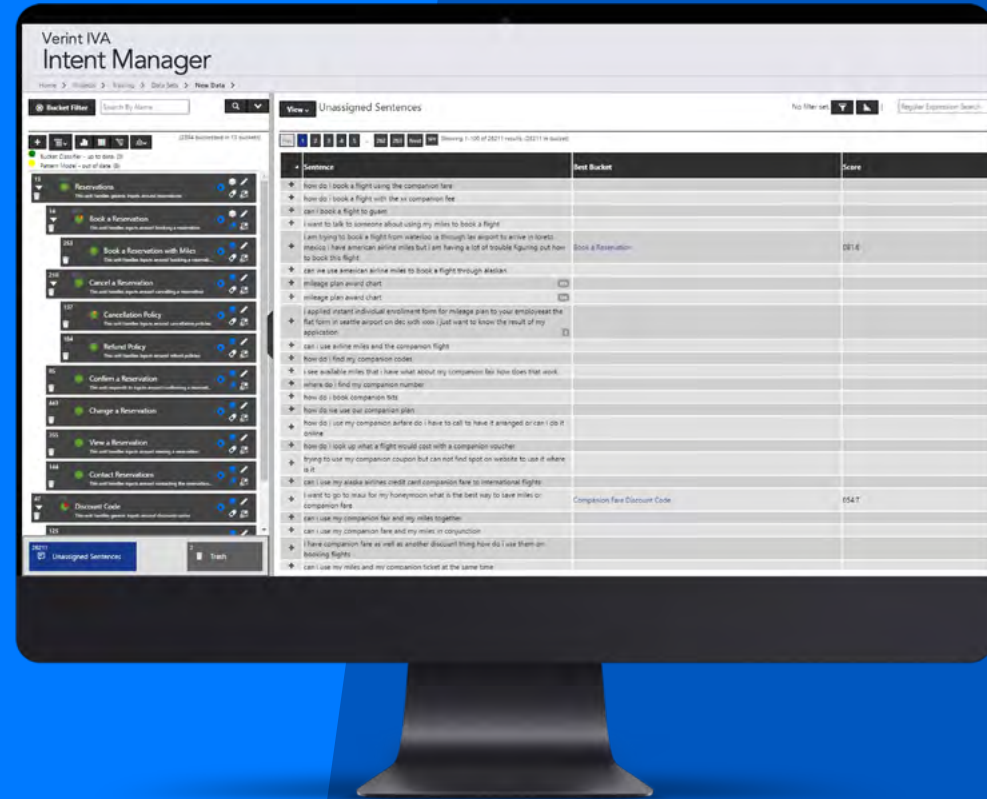
Verint IVA Author AI™

An easy, intuitive way to create, edit, and manage your IVA's responses

With Verint IVA Pro, you can use Verint IVA Author AI (Author AI) to rapidly manage and update IVA responses in real time to help ensure end users are getting the most current and relevant materials without extensive natural language modeling work. Responses managed in Author AI offer flexibility in containing many components, including response text, audio, and shared response objects.

Author AI allows you to create, edit, manage, approve, and publish IVA responses in text, navigation URLs, video, images, knowledge articles, and other links. You have full control over how your IVA solution responds. There is no limit to the number of responses, conditions, or variables that can be taken into consideration.

Highlights

- Provides multiple responses based on conditions for a single natural language question.

- Learns new responses so your solution keeps pace with the speed of your business.

- Manages multi-tenant experiences for hundreds of customer brands.

- Empowers permissioned users to make real-time changes to response text, navigation URLs, and related links that are presented to end-users of the IVA.

Author AI

Author AI's intuitive user interface provides a hands-on environment for non-developers, so they can write and edit your virtual assistant's responses quick, effective, on brand, and accurate.

Verint IVA Pro customers benefit by building out conversation model content in a testing environment to help ensure responses are as specific as possible before they go live. This is especially valuable for enterprises that operate in quickly changing environments in which updating responses in a timely matter is vital for the customer experience.
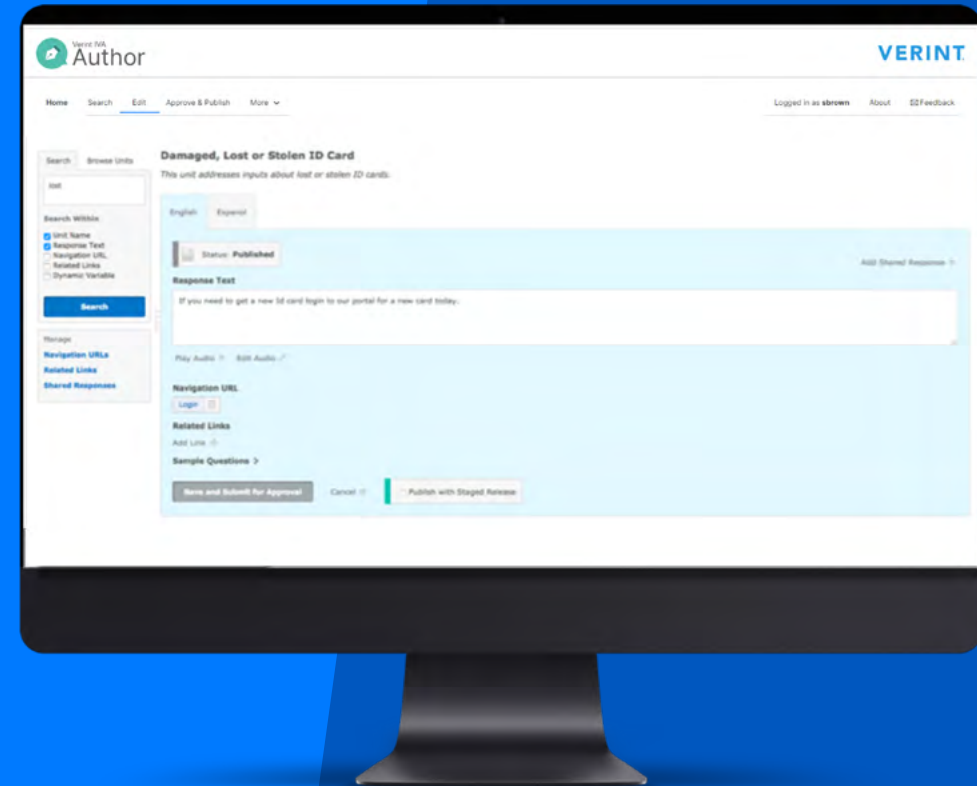
Verint IVA Conversation Analytics™

Making conversation data easy to understand and actionable

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Getting your IVA out into the world and working for your customers and employees is only part of the conversational AI strategy with Verint IVA Pro. Once deployed, your IVA can capture valuable data about how and why customers are using your technology, so you can uncover meaningful and actionable ways to improve your IVA and your customer service operations as a whole.

Highlights

- Aggregates conversational data across channels through interactive visual dashboards for continuous improvement and enhancement.

- Consumes conversations from any channel and performs post-processing with more than 35 data and meta-data filters.

- Supports analysis across channels, as well as multiple human-to-human and human-to-machine endpoints.

- Segments and audits conversations with cross-filtering and targeted metrics, enabling you to understand the conversations driving your outcomes.

Conversation Analytics

Conversation Analytics allows you to continuously measure, examine, focus, and improve automation with conversation data and insights. It gives you insights into all facets of your conversation data so you can prioritize what the intelligent virtual assistant (IVA) should know by evaluating the users' needs against your business objectives.

With Conversation Analytics, Verint IVA Pro customers can gain a bird's eye view of how their customers interact with the IVA, so they can build more understanding based on real, verified data, rather than relying on guesswork.
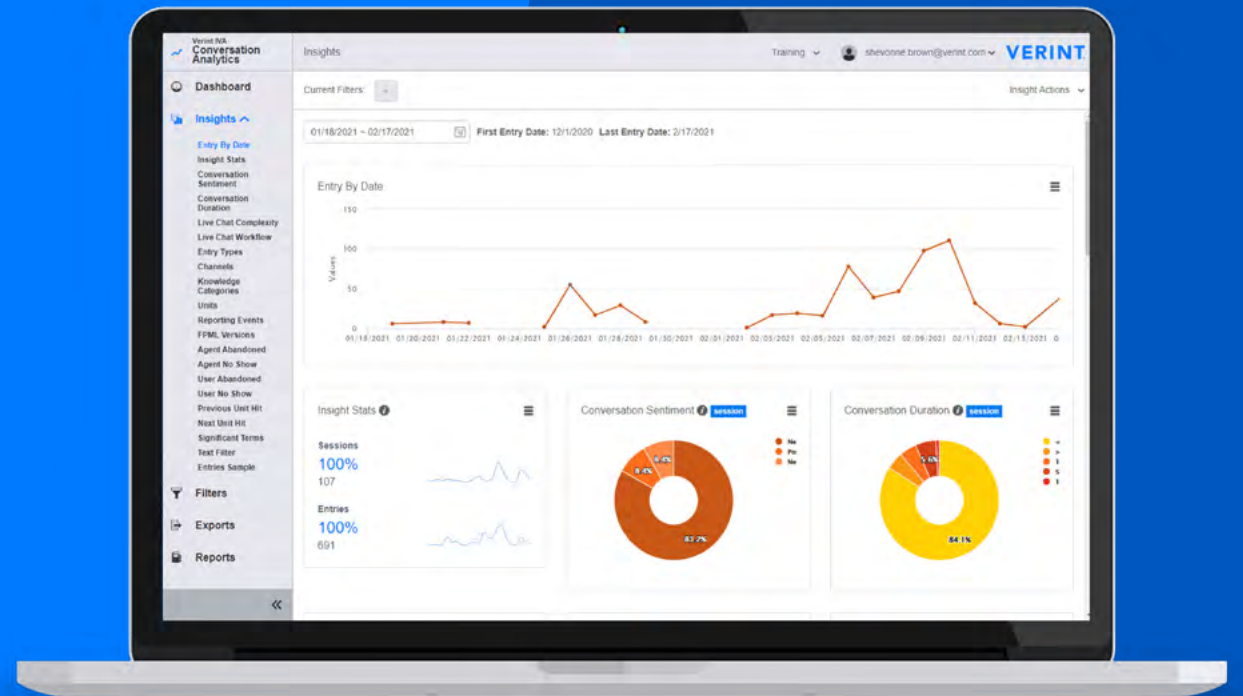
Verint Connect™ and Verint Marketplace™

Get connected, grow your solutions, and extend your expertise

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Verint IVA Pro customers and partners also receive access to Verint Connect to enhance the conversational AI journey. This online community offers a rich resource center for content and self-guided learning. Here, you'll find the Verint Marketplace, a hub with hundreds of downloadable assets, including product enhancements and expansion modules from Verint and our independent software vendor (ISV) ecosystem.

As a Verint customer, you can easily download these updates and install them into their own environment, whether on premises or in the cloud. A developer portal enables you to engage and interact directly with the Verint technical community. Verint Connect allows users the flexibility they need to find the right applications and information, helping them start anywhere and easily expand their conversational AI capabilities across their business.

Verint Customer Engagement Cloud Platform™

The Verint Cloud Platform helps elevate every experience by providing an open approach to customer engagement. As consumers shift to digital channels, brands are facing an increasing number of interactions and skyrocketing expectations. But many businesses have a limited set of resources to engage with customers. This widening gap between expectations and results is the Engagement Capacity Gap™.

Powered by Verint Da Vinci™ AI & Analytics, the Verint Cloud Platform offers best-in-class applications and services – including Workforce Engagement, Digital-First Engagement, and Experience Management. As a result, the Verint Cloud Platform can work with your existing ecosystem to close the Engagement Capacity Gap™ while seamlessly delivering experiences across engagement channels and uniquely supporting the modern, distributed workforce of humans and bots at scale.
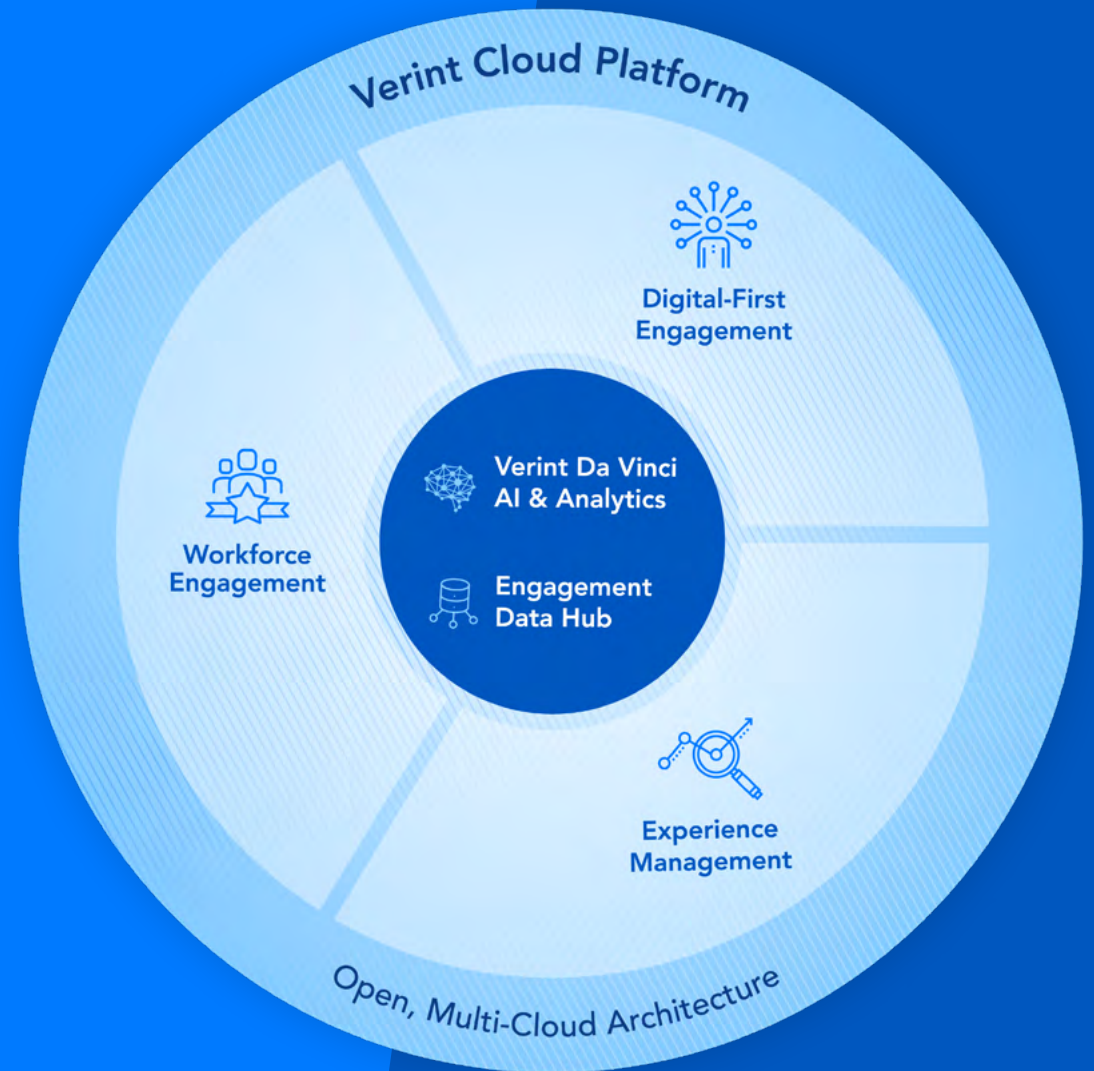
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