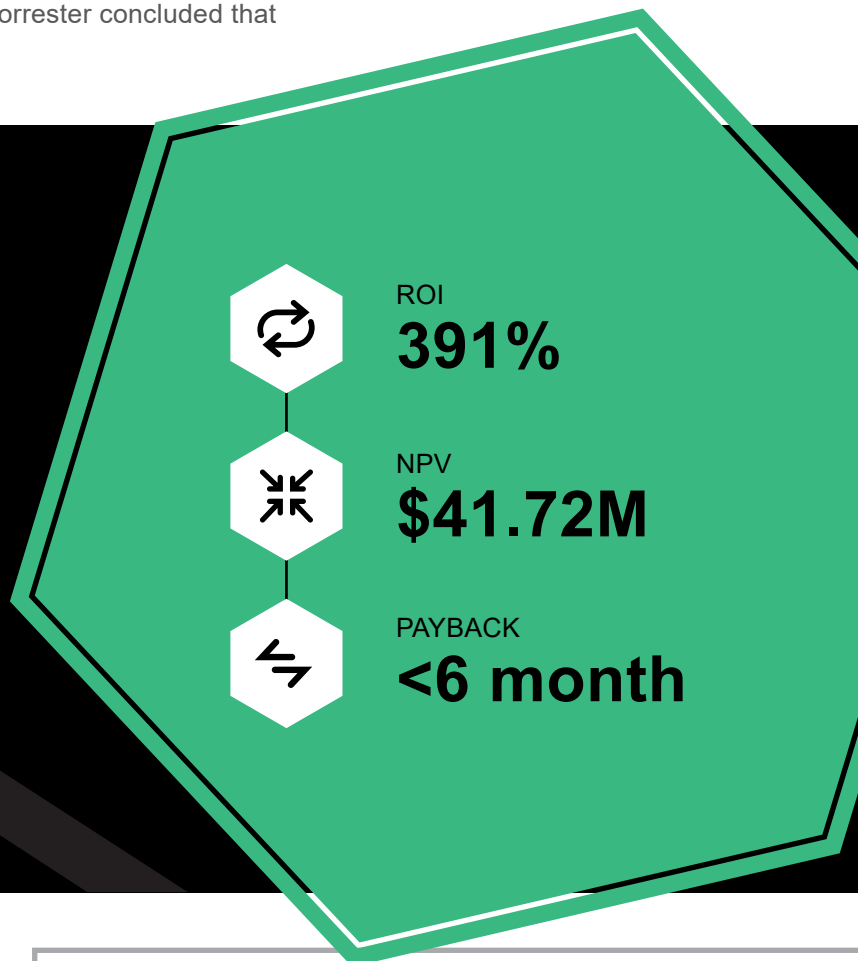
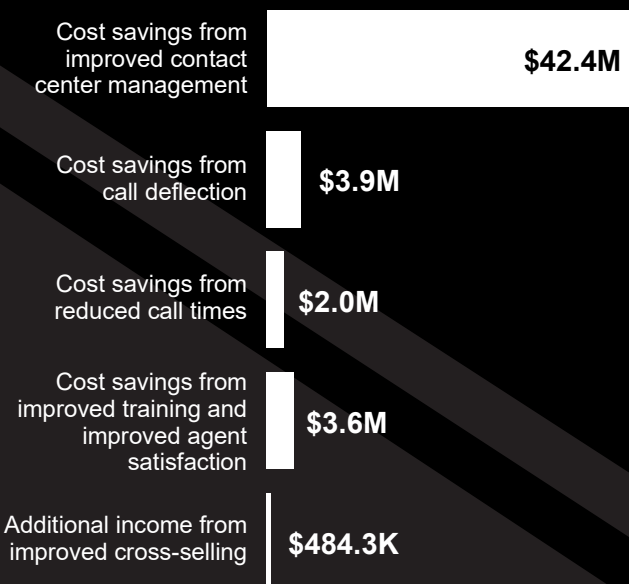


# The Total Economic Impact™ Of Verint

Through 5 customer interviews and data aggregation, Forrester concluded that Verint has the following three-year financial impact.

## SUMMARY OF BENEFITS

Three-year risk-adjusted



## VERINT KEY ADVANTAGES

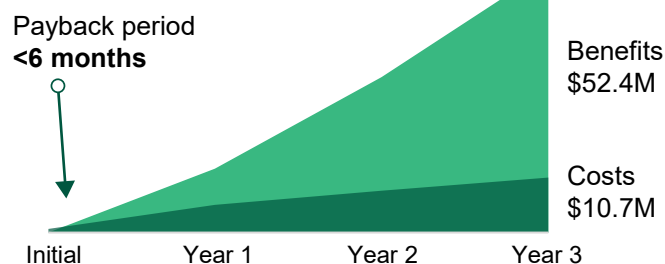
- Reduced customer engagement operating costs by **44%**
- Reduced costs by deflecting **45%** of calls
- Improved revenue from cross-selling by **50%**
- Saved costs by reducing the average handle time of calls by **43%**
- Improved employee turnover rates from 35% to **27%** annually

## VOICE OF THE CUSTOMER

“Verint has enabled us to be flexible in our customer support operations. It gets customers the help they need without trapping them in one channel.”

*Director of digital engagement, professional services*

## FINANCIAL SUMMARY



Read the full study

Source: This document is an abridged version of a case study commissioned by Verint titled: The Total Economic Impact™ Of Verint, June 2021.

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Commissioned By

**VERINT.**