Verint
Premium Plus Support

Now You Can:

- Benefit from an assigned Support Account Manager to serve as your trusted advisor.

- Identify initiatives for ongoing fine-tuning and optimization of your solution.

- Be guided through support issues, in an expedient and productive manner that takes your specific business needs and priorities into account.

- Drive optimal usage of your Verint solution through staff knowledge and training.

At Verint, we want all users to achieve the maximum benefit from our solutions. We also recognize that some organizations prefer a level of highly individualized attention and support that goes beyond what's provided in support packages.

That's why we offer Verint® Premium Plus Support[1]. This option can provide you with more focused, personalized support via an assigned Support Account Manager who understands your organization and its unique requirements. The Support Account Manager provides context to assist you with critical IT decision making, as well as helping to maximize system uptime and communicating with internal constituents. With Verint Premium Plus Support, you can be confident that your Support Account Manager will proactively oversee support activities.

Available during normal business hours, your Verint Support Account Manager will oversee a variety of tasks, including:

- Support ticket reviews

- Monthly metric reporting and review meetings

- Patch and hotfix release planning

- Release note review sessions

- Ticket escalations

- Reviews of updates on relevant support topics

- Coordination of one site visit per year to get a first-hand look at your operations and gather detailed knowledge about you and your team

[1] *Verint Premium Support is a prerequisite for this service.*

VERINT®

Benefit from Additional Services

Verint Premium Plus includes 24 hours of application, technical, or business consulting (delivered at one time). These sessions offer insight from our seasoned consultants to help drive strategic decision making. Premium Plus Support also includes two eight-hour packages of Verint AdviceLine™, an "ask the expert" service designed specifically to provide quick guidance on functional, operational, or business practice questions.

Delivered as one-hour, one-on-one web conference sessions, AdviceLine offers the opportunity to speak with a Verint consultant about a wide range of topics, such as business best practices or how to leverage your solutions more effectively to achieve particular business goals.

Additionally, Verint Premium Plus Support includes four Verint Academy℠ credits annually. You can use these credits for instructor-led classes at Verint Academy's training facilities or for classes delivered over the web. We offer technical, administrator, and end-user programs to help you maximize business results from your Verint solutions.

Take a New Approach to Managing Support

As *The Customer Engagement Company®*, Verint understands how important it is for your software to operate at peak performance. With Verint Premium Plus Support, you can focus on running your business — and let us deliver comprehensive, high-quality support, consulting, and training to help improve your operations.

Learn more at
www.verint.com

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