

# Verint Community



## Now You Can:

- Enhance customer, partner, and employee satisfaction while reducing support costs by providing users the opportunity to self-serve, support one another, and share information and best practices.
- Obtain feedback directly from your customers and partners and use it to enhance your products and services, grow your pipeline, increase web traffic, and improve search engine optimization.
- Boost team productivity and morale using employee engagement and contact center agent communities for private, secure communications and collaboration.

## Engage Customers, Partners and Employees

Your customers, partners, and employees are social, and they expect your company to be social, too. So how do you connect with them in modern ways, in the places that matter most to your business?

Verint® Community™ can help your organization empower its customers, partners, and employees with social collaboration tools for driving real business value through lower costs, improved insights, and higher sales. The solution is designed to help elevate customer and employee engagement, improve customer service, and enhance digital marketing and social commerce.

Built on a highly flexible, extensible, enterprise social platform, this solution features a complete set of social applications, including forums, blogs, and private messaging. It's configurable to connect to popular consumer social networks, integrate with mission-critical enterprise software, and support advanced security and authentication methods. It can help your organization foster self-service, knowledge sharing, collaboration, and networking while making better business decisions based on insights and social interaction data.

Verint Community can help you:

- Deflect and de-escalate potential support calls.
- Reduce customer / partner / employee effort.
- Provide 24x7 social support anywhere in the world — and on the go, with mobile communities.
- Deliver better, more innovative products and services faster by sourcing new ideas from the community.
- Provide personalized content for logged-in users.

Users can benefit from social self-service and collaborative support delivered through online resources, such as discussion forums, knowledge articles, product documentation, online FAQs, and how-to videos.

# VERINT®

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## Drive Social Commerce

With Verint Community, you can deliver branded communities while providing marketers with interactive social tools to deepen customer engagement. Interactive marketing communities can help you:

- Increase revenue by driving purchasing decisions through peer reviews and recommendations.
- Build brand loyalty with fun, interactive online spaces and by empowering fans to spread word-of-mouth messages in their social networks.
- Reduce marketing costs by increasing website traffic through relevant content, which helps reduce SEO and search engine marketing spending while attracting new customers.
- Deliver customer insights that can help you launch new products faster and accelerate innovation at a lower cost.

## Enhance Employee Engagement

As workforces become increasingly mobile and geographically distributed, it's hard to build a sense of unity and camaraderie among employees. With Verint Community, you can create communities that can help you:

- Increase collaboration and networking among team members. With Verint's open integrations, you can connect with many enterprise systems, collaboration technologies, and authentication systems.
- Enhance employee productivity and efficiency by sharing work, publishing videos, and archiving internal communications.
- Improve employee onboarding and accelerate learning, readiness, and time to contribution.

## Take Digital-First Engagement to New Heights

You can gain even greater value from Verint Community by deploying it with other Verint digital-first engagement solutions\*:

- **Verint Knowledge Management™** can enable you to augment user-created community content with a central repository of company-approved content, giving users an even greater set of resources to draw from. Community members can obtain answers quickly by searching, browsing, or following guided processes and receive personalized results tailored to the context of their searches.
- **Verint Intelligent Virtual Assistant™** is an intelligent, conversational chatbot that uses advanced natural language processing to understand intent. It can connect users to community content, web self-service knowledge, and the next best actions, such as starting a live chat with a human agent seamlessly or opening a new case.

## Part of the Verint Customer Engagement Cloud Platform

Verint Community is part of a patent-protected portfolio of cloud solutions that enables the world's most iconic brands to efficiently connect work, data, and experiences to build enduring customer relationships.



Learn more at  
[www.verint.com](http://www.verint.com)

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## The Customer Engagement Company™

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