

# Verint Voice of the Customer Solutions for Federal Government Agencies

Is your federal organization or agency keeping pace with digital change? Are you able to measure your digital progress? With so many ways for people to communicate with — and about — your organization, how can you capture, analyze, and act on the information they share?

Verint® Voice of the Customer solutions can help military and civilian agencies capture and analyze large amounts of information obtained from various communication channels, then use that information to deliver exceptional customer experiences. With our solutions, your organization can gain Actionable Intelligence® from customer interactions across phone, mobile, email, chat, web, surveys, and social media channels and leverage it to enhance a variety of activities, including:

- **Digital Services Playbook** — A number of the plays identify the need for feedback, including using qualitative and quantitative research. Verint solutions can help you learn from speech, text, feedback, and journey analytics, giving you real-time feedback to refine your evolving digital services.
- **Voice of the Citizen** — Verint can help your agency transform from passive or reactive listening to proactive citizen engagement. You can capture, analyze, track, and act on multichannel citizen feedback to enrich and drive better citizen experiences.
- **Voice of the Employee and Contractor** — Employees of your agency and contractors are important resources for ideas, knowledge, and experience. By keeping the pulse of their needs, interests, and priorities, you can strengthen their engagement by nourishing culture and retaining top talent. Additionally, you can assess training, job performance, and areas for improvement.
- **Voice of the Soldier, Veteran, Beneficiary, and Family** — By capturing expectations, preferences and experiences, you can better understand what is happening in the field and at home, allowing you to create and tailor programs to support soldiers, veterans, and their families.
- **Kirkpatrick Evaluation Model** — Verint Enterprise Feedback Management™ can be used to perform Kirkpatrick Level 1 through 4 evaluations, allowing lessons learned in the field to drive current learning in the classroom using real-time analytics for agile training delivery.

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## Now you can:

- Centralize, analyze, and act on customer experiences across single or multiple channels of interaction, including recorded calls, surveys, chat, email, social media, and the web.
- Design and deploy enterprise voice of the customer programs, rather than relying on separate initiatives scattered across different functional areas.
- Capture targeted highly segmented customer feedback to help improve services, reduce costs, and enhance the customer experience.

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## Enhance Agency Performance and Decision Making

With Verint Voice of the Customer solutions, you can benefit from solutions to meet today's challenges and add solutions as your needs evolve. Our portfolio includes:

- **Enterprise Feedback Management** — Helps drive timely insight and feedback programs across your agency by capturing comments and sentiments from customers and employees across mobile, web, IVR, and SMS channels.
- **Interaction Analytics** — Helps your agency proactively identify trends, themes, and the root causes driving customer behavior. Our speech analytics, text analytics, and social analytics solutions can automatically categorize, identify trends, and perform root cause analysis on voice and text-based communications, including call recordings, survey verbatims, social media posts, email, and customer service chat sessions, according to your agency's unique objectives and challenges.
- **Digital Feedback Management** — Provides functionality for measuring and analyzing digital transactional interactions on web and mobile devices. These solutions from Verint OpinionLab® deliver customer-initiated feedback that can be analyzed and acted on in real time, during key moments in the digital customer journey.

## Part of the Verint Customer Engagement Portfolio

Verint Voice of the Customer solutions are part of a patent-protected portfolio of customer engagement solutions that help organizations enrich customer interactions, improve business processes, and optimize their workforces to enhance loyalty, increase revenue, mitigate risk, and manage operational costs.

## Benefit from World-Class Consultants

Verint offers a range of Professional Services to help you get the most from your investment, including Business Advisory Services, Implementation and Enablement Services, and Managed Services. Regardless of the services you select, you can be confident that our experienced teams offer practical knowledge and are committed to your success.

## The Customer Engagement Company™

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