

Verint Knowledge Management

Customer expectations for service are rising, and so is the complexity of the typical service request. Even when a question is very complex, customers expect to get the right answer immediately. Your employees need a single place where they can easily find answers and respond quickly across the appropriate channels and devices.

Verint® Knowledge Management™ is a highly scalable solution that makes it easy to deliver the right knowledge to users in the contact center and to customers through self-service. Available in the cloud or on premises, it can give your agents the tools they need to provide exceptional service. It can help you increase first-contact resolution, improve the consistency and quality of answers, achieve compliance with regulations and company processes, and reduce agent training time. This flexible solution is available in a variety of packages and deployment models, including:

Verint Knowledge Management Professional

Verint Knowledge Management Professional™ is a modern, SaaS-based knowledge solution that provides support users with instant access to information. Its robust feature set includes the following key capabilities:

AI-Infused Search – Uses patented cognitive intelligence to store and recall information in the same way that the human brain thinks, so that searches can recognize what people mean versus what they type. Built-in domain-focusing mechanisms help produce accurate results specific to your business, and self-learning capabilities can keep results in tune as the knowledge base grows.

Automated Content Curation – Removes the burden of manual tagging and linking to optimize content results. The knowledge base can automatically analyze new content and optimize it for searching. Automated content development tools define best links between content sources.

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Now you can:

- Rely on a single source of answers across all employees, languages, and channels.
- Cut call volume dramatically through self-service knowledge.
- Reduce average handle time while improving response accuracy.
- Display just-in-time knowledge to improve quality and efficiency of each support interaction.

Verint Knowledge Management

Verint Knowledge Management Enterprise

Verint Knowledge Management Enterprise provides an enterprise-grade solution to the largest, most complex knowledge management challenges. It can be deployed on premises or via SaaS, and provides a comprehensive set of knowledge development and delivery features, including:

Enterprise-Scale Deployment – Benefit from a proven solution deployed in some of the largest, most complex operations, with some spanning more than 20 languages, hundreds of thousands of content objects, and enterprise-level usage.

Rich, Multilingual Authoring and Workflow – Easily create knowledge articles formatted with tables, images, video, and more. Define who needs to approve an article before it is published. View previous versions of articles and go back to earlier versions.

Article Tags for Filtering – Assign relevant product, region, publish/expiration, and permission tags to content to help users find the right information faster. Use multiple filters to quickly and accurately hone in on best answers, while leveraging faceted searching to present best filter options dynamically as users search.

External Content Spidering – Search content from websites and file systems alongside native knowledge base content.

Integration with Verint Employee Desktop – Leverage deep, inherent integration to drive contextual knowledge across any relevant interaction and screen in the agent desktop and workflow.

Extend the Value of Knowledge

Verint Knowledge Management can be linked to additional tools, so you can:

- Expose knowledge through configurable web self-service, IVA, and social community applications to help drive online customer satisfaction and reduce call center contacts.
- Extend knowledge into back-office, branch, and field locations.

* Requires Verint Real-Time Speech Analytics.

† Requires integration.



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Use Context for Even Faster Service

Making it easy for users to search for answers is helpful, but what if users didn't have to search at all? Verint Knowledge Management uses context to personalize results, often resulting in the right knowledge appearing with little to no searching. Examples include:

- **Customer History** – Uses information about customers, such as their location, products owned, and active cases to drive what knowledge articles are likely to be needed.
- **Contact Question Details** – Allows text from the customer's chat message, email conversation, or IVR selections to be used to automatically search for relevant answers without needing to manually type a search.
- **Verint Desktop Process Analytics™ Integration** – Provides direct feedback and triggers on screen interactions to drive best knowledge response, and to assess quality.
- **Verint Real-time Speech Analytics Integration** – Enables Verint Real-Time Speech Analytics™ to listen to calls between customers and agents and automatically present contextual results based on words spoken.
- **Agent Desktop Integration** – Presents articles inside the agent's desktop to drive next best actions forward in real time.
- **Internet of Things (IoT)** – Searches automatically for knowledge articles based on model numbers and error codes sent from external devices, helping to resolve issues quickly.†

Contextual knowledge can be configured to appear wherever it helps drive effective outcomes. Responsive design enables deployment on any computing device (PC, tablet, mobile, web, even voice-activated channels). With Verint Knowledge Management, you can address today's complex omnichannel customer service environment for customers and agents.

Part of the Verint Customer Engagement Portfolio

Verint Knowledge Management is part of a patent-protected portfolio of cloud and on-premises solutions for simplifying, modernizing, and automating customer engagement to drive strategic impact across the enterprise.

The Customer Engagement Company™

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