

Verint Community and Web Self-Service



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 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. We offer Verint® Community and Web Self-Service™ — online community and web self-service software designed to help elevate customer, partner, 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 and Web Self-Service 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.
- Increase revenue with social CRM that empowers sales, marketing, and partners' teams.
- Provide personalized content for logged-in users.

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

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.
- Enhance team productivity and morale using employee engagement and contact center agent communities for private, secure communications and collaboration.

VERINT®

Verint Community and Web Self-Service

Drive Social Commerce

With Verint Community and Web Self-Service, you can deliver branded communities and digital content hubs while providing marketers with interactive social tools that can deepen customer engagement. Interactive marketing communities can help you:

- Increase revenue by driving purchasing decisions through peer reviews and recommendations.
- Build brand loyalty by creating fun, interactive online spaces and empowering fans to spread word-of-mouth messages in their social networks.
- Increase website traffic through relevant content, helping reduce SEO activities and SEM spending while attracting new customers.
- Deliver customer insights with social market research 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 and Web Self-Service, 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.
- Deepen relationships within your organization with tools to help bridge common interests both within and outside the company.
- Improve employee onboarding and accelerate learning, readiness, and time to contribution.

Take Self-Service to New Heights

Verint Community and Verint Web Self-Service are part of Verint's Intelligent Self-Service portfolio, which also includes Verint Intelligent Virtual Assistant™, Verint Interactive Voice Response™, and Verint Knowledge Management™.

- Configuration with Verint Knowledge Management can allow 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. Users gain the self-service capabilities they prefer — while decreasing requests for more costly, traditional types of service.
- When Verint Intelligent Virtual Assistant is applied, members are guided by an intelligent, conversational chatbot that uses advanced natural language processing to understand intent. It can connect them to community content, web self-service knowledge, and the next best actions, such as starting a chat with a human agent seamlessly in Verint Live Chat™ or creating a case in Verint Case Management™.

Gain Insight into the Social Sphere

For even greater visibility, Verint Community can be enhanced with Verint Social Engagement™, enabling you to extend your insight beyond communities to listen, engage, and respond to social channels such as Facebook and Twitter, all from a single, user-friendly interface. This optional functionality can help you enhance social customer service and react quickly to insights extracted from social channels.

The Customer Engagement Company™

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