



IMPACT 360®

Analytics-driven Workforce Optimization

Verint® Witness Actionable Solutions™ offers a unified suite of solutions for analyzing and optimizing customer service across every touch point in the customer service value chain.

We provide software and services that give enterprises the power to improve everything™ about how they deliver customer service. From contact center and branch-office interactions to the underlying back-office processes that impact the customer experience, our solutions help you understand what's happening in your customer-focused operations — and make smarter decisions about your people, processes, and performance.

Our Impact 360 portfolio of analytics-driven workforce optimization solutions includes:

- Quality monitoring
- TDM and IP recording
- Speech and data analytics
- Performance management
- Workforce management
- eLearning
- Coaching
- Customer feedback surveys
- A full range of support, professional, and consulting services

It's the most unified suite of solutions available for analyzing and optimizing workforce, contact center, and enterprise performance. And it's available from a single, established market leader with a proven track record of success.

Impact 360 Analytics-driven Workforce Optimization



Make Smarter Decisions and Improve Your Bottom Line

With Impact 360 analytics-driven workforce optimization, your entire enterprise can capture and analyze customer interactions, improve workforce performance, uncover business trends, discover the root cause of customer and employee behavior, make better decisions faster, enhance customer service, and continually improve performance across every aspect of your customer care operations. So you not only know what's happening in your business — you know why, and you can take action immediately.

Benefit from Long-Term Investment Protection

Our solutions run on non-proprietary, industry-standard platforms and provide different levels of functionality to meet a range of requirements. Whether you're a single-site operation or a multi-site, global organization, there's a Verint Witness Actionable Solutions offering to meet your needs.

About Verint Witness Actionable Solutions

Verint® Witness Actionable Solutions™ is the leader in analytics-driven workforce optimization. Its solutions are designed to help organizations capture customer intelligence, uncover business trends, discover the root cause of employee and customer behavior, and optimize the customer experience across contact center, branch, and back-office operations.

Verint. Powering Actionable Intelligence.®

Verint Systems Inc. is a leading provider of actionable intelligence™ solutions for an optimized enterprise and a safer world. More than 10,000 organizations in over 150 countries rely on Verint solutions to perform more effectively, build competitive advantage, and enhance the security of people, facilities, and infrastructure.



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