Verint Knowledge Management Enterprise

Customer expectations for service are rising, and so is the complexity of a typical service request. How can you provide customers and employees with the information they need to resolve questions and issues quickly?

Now You Can:

- Evolve your knowledge deployment to all relevant groups, locales, and support channels.

- Extend knowledge into back-office, branch, and field locations—wherever fast, accurate access to knowledge is needed.

- Configure your knowledge to meet an organization's exact authoring, workflow, and reporting needs, enabling the most complex of deployments.

- Display knowledge just in time to help improve the quality and efficiency of each support interaction.

Verint® Knowledge Management Enterprise™ provides an enterprise-grade solution to the largest, most complex knowledge management challenges. Deployed in the cloud or on premises, it provides your agents with the tools for delivering exceptional service and accessing content across the organization. It can help you increase first-contact resolution, improve the consistency and quality of answers, achieve compliance with regulations and processes, and reduce agent training time. The solution's native integration to the Verint Engagement Management Enterprise™ desktop application can enable you to drive knowledge contextually from chat and email channels.*

With Verint Knowledge Management Enterprise, it's easy for employees and customers to find answers—which can improve resolution time and customer satisfaction. For example, the solution helped a large retailer reduce handle time by 45 seconds, while a large telecom provider improved customer satisfaction by 12 percent.† Key features include:

- **Keyword and Natural Language Search** – Search for knowledge in everyday language, taking advantage of synonyms and natural language patterns.

- **Article Tags for Filtering** – Assign relevant product, region, publish, expiration, and permission tags to content to help users find the right information faster. Multiple filters are available to help you quickly find the best answers. Faceted searching presents best filter options dynamically as users search.

- **Knowledge Ratings and Feedback** – Improve the quality of the knowledge base continuously by providing real-time feedback options, linked directly to authoring workflow queues.

- **Feature-Rich Authoring and Workflow** – Create knowledge articles easily using out-of-the-box templates and formatted with tables, images, video, and more. Leverage multiple content types and sections, entitlements, authoring workflows, and more than 20 languages. Easily define publication flows, users, and groups.

- **External Content Spidering** – Search content from websites and file systems alongside native knowledge base content. Incorporate SharePoint content directly.

- **Actionable Analytics** – Build custom reports and KPIs quickly using an ad hoc report builder. Schedule reports and dashboards by user or group.

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Benefit from Knowledge – at Enterprise Scale

Unlike other solutions, Verint Knowledge Management Enterprise can scale to the largest implementations, up to hundreds of thousands of objects from multiple sources, in more than 30 languages, on any support channel, all leveraging a single common authoring and reporting platform. It also supports enterprise-sized support operations with more than 5,000 agents.

- **Contextual Knowledge** – Captures and consumes the context of an interaction to deliver "just-in-time" knowledge.

- **Multilingual Support** – Supports multilingual authoring, adding multiple tag sets, defining content types, expanding user access to new users and groups, and indexing external sources into the common search view.

- **Desktop Integration** – Provides native CRM integration to the Verint Engagement Management Enterprise™ desktop or other CRM systems via APIs.

- **Enterprise-Ready, Single Source of Truth** – Provides a central repository of information used by agents across all channels to answer customer questions. The same knowledgebase can be used by employees and customers.

Drive Value at an Enterprise Level

Make it easy to find information using natural language. When it's easy to find answers, your employees can provide faster, more accurate information to customers, helping to lower risk in compliance-sensitive organizations and increase revenue in sales-related service calls.

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.

Part of the Verint Workforce Engagement Portfolio

Verint Knowledge Management Enterprise 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.

Learn more about
Verint Customer Engagement Solutions
at www.verint.com/engagement

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