

Verint Interaction Experience

What do customers *really* think about your business? It's a deceptively simple question — and it's one of the most fundamental challenges organizations face in today's highly competitive market.



Now You Can:

- Fully understand and diagnose the key issues affecting contact center performance—right down to the individual agent level.
- Maximize agent engagement and retention, enhance customer and employee experience, drive loyalty, decrease escalations, and improve key contact center metrics.
- Incorporate experience data into insight captured from other Verint solutions for extra precision.

Verint® Interaction Experience™ delivers short, context-sensitive, dynamic voice surveys via the IVR to customers immediately after their interactions with your agents. It can capture key information while also providing comprehensive analytics to help reveal the effectiveness of your people, products, and processes. Armed with this insight, you can take fast, decisive action for discernible business impact.

Surveys are delivered based on business rules that you define. They can enable customers to tell you what they're thinking in their own words — helping you get to the bottom of the feelings resulting from the experiences your organization delivers.

Because the surveys are intelligent, context-based, and timely, they can engage customers and deliver response rates far greater than those obtained through traditional, one-size-fits-all questionnaires. In fact, a leading global cruise line has leveraged the solution to boost its survey participation rate to 25 to 30 percent—well above the industry average.

Verint Interaction Experience can help you move beyond mere sampling to capture meaningful data — even with large numbers of customers and multiple sites. Comprehensive analytics and reporting can help you fully understand the customer experience and take action to improve agent performance and engagement, customer loyalty, and satisfaction.

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Facilitate Timely Action

With Verint Interaction Experience, you can define rules to automatically trigger alerts that send information with the appropriate context to the right person to act. Access to data can be aligned to your organizational hierarchy for fast, secure, and automated visibility and analysis. Links to actual recordings can enable you to drill down to specific calls for further analysis. This insight can help you follow up on individual interactions, initiate agent training, or restructure your organization in line with demand.

Benefit from Optimal Usability

Verint Interaction Experience is designed to be easy to use. Building a survey is simple — just select a template and add your own questions, or choose from a library of question types. Surveys are presented based on rules that you define, so they are dynamic and relevant to the customer. There's no need to be restricted to multiple-choice responses; you can capture comments verbatim to discover what your customers and employees really think about your business.

Verint Interaction Experience includes extensive, real-time reporting. Reports are easy to create and can be emailed directly from the solution's interface for timely action.

Combine with Other Data for Greater Insight

When integrated with Verint's workforce engagement solutions, Verint Interaction Experience can natively link your customer and employee experience capabilities with quality assessments, performance management, and operational data. This provides the "why behind the what," helping you diagnose the reasons for overall trends and facilitating analysis right down to the individual call or agent level.

Verint Interaction Experience can be used in combination with other Verint Experience Cloud™ solutions to capture sentiment across additional channels, including email, web, mobile, and SMS. This comprehensive view can help you gain a clearer picture of customer perceptions and drive actions to improve the experience, competitive advantage, and your bottom line.

Part of the Verint Customer Engagement Portfolio

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

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.



Learn more at
www.verint.com/engagement

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