

**77%\***  
OF GLOBAL  
CONSUMERS SAY  
**CONVENIENCE IS A  
MAJOR FACTOR  
WHEN CHOOSING A  
SERVICE PROVIDER\***

**...YOU NEED TO  
DELIVER ACCURATE  
INFORMATION  
THROUGH AN  
EFFORTLESS USER  
EXPERIENCE**



## YOUR CHALLENGE



When your customers have questions or issues, they demand immediate, accurate answers in their channel of choice.



Your products and processes frequently change, so the amount of information within your organisation grows daily.



Customers and employees struggle to find answers due to manual tagging and linking of information.

## THE SOLUTION



Find up to date information using everyday language.



See relevant knowledge without even having to search for it.



Follow guided decision trees to troubleshoot complex issues.



Lower average handle time while improving customer satisfaction.

## DRIVING ENTERPRISE VALUE THROUGH KNOWLEDGE AUTOMATION



**-25%**  
Support costs



**+12%**  
Customer satisfaction



**+47%**  
Faster answers



**-33%**  
New staff training costs

WITH VERINT KNOWLEDGE MANAGEMENT YOU CAN:



### PROVIDE

A superior customer experience at a reduced cost.



### ANTICIPATE

What customers want and predict what they are about to ask.



### CREATE

A repository of policies and procedures to deliver consistent answers to customer questions.

## THE VALUE OF KNOWLEDGE AUTOMATION



Elevate the customer experience.



Improve operational efficiencies.



Integrate and augment platforms / channels with contextual knowledge.



Improve margins and drive revenues.



Drive customer engagement strategies.

## BETTER TOGETHER

Discover how Verint can help you **operate more efficiently,** **improve internal processes** and **enhance your performance.**

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