

77%
OF GLOBAL
CONSUMERS SAY
CONVENIENCE IS A
WHEN CHOOSING A

JERVICE I ROVIDER



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



information using everyday language.

Find up to date



knowledge without even having to search for it.



troubleshoot complex issues.



handle time while improving customer satisfaction.

DRIVING ENTERPRISE VALUE THROUGH KNOWLEDGE AUTOMATION



Support



satisfaction



answers



costs

WITH VERINT KNOWLEDGE MANAGEMENT YOU CAN:



reduced cost.



are about to ask.



customer questions.

consistent answers to

THE VALUE OF KNOWLEDGE AUTOMATION

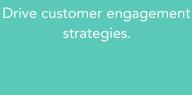


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BETTER TOGETHER

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

CONTACT US

LEARN MORE CONTACT U

*This research was commissioned by Verint from 1st -11th of February in association with research company Opinium Research LLP. Interviews were conducted amongst 34,068 consumers in the following countries: Australia, Brazil, Canada, France, Germany, Hong Kong, India, Japan, Mexico, Netherlands, Singapore, Saudi Arabia, South Africa, Spain, Sweden, the United Arab Emirates, United Kingdom and the United States. The research was conducted online in the local language for each country, and respondents were incentivised to participate. Sectors involved in the survey included

banking, bricks-and-mortar retailers, credit card, insurance, mobile phone provider, online retailer, telecommunications, travel and utilities.

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