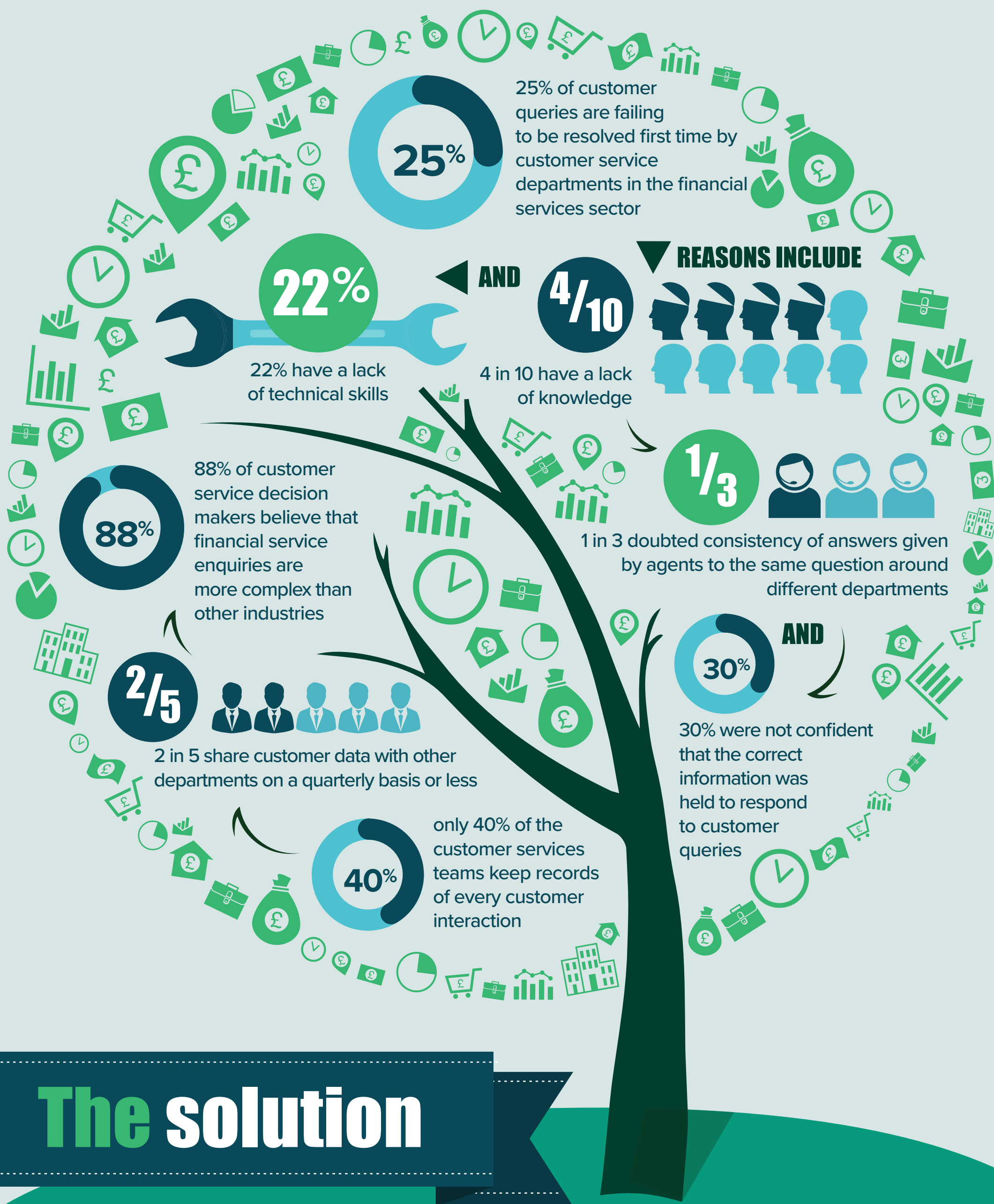


According to recent research:

# CUSTOMER SERVICE DEPARTMENTS IN THE FINANCIAL SECTOR STRUGGLE TO CONNECT THE DOTS

Verint Transversal study shows siloed approach to customer service leaves  
**ONE IN FOUR QUERIES UNANSWERED FIRST TIME**

DATA SOURCE Vanson Bourne: Global IT Market Research.



Verint Transversal is the leading provider of enterprise knowledge solutions for the cloud. Our focus is to connect people with knowledge, ensuring customers, employees and contact centre agents alike can find the right answer every time they need it. Our solutions are designed to help improve agent efficiencies in contact centres, deliver exceptional experiences in online self-service and increase business performance through employees and business partners.

Verint Transversal solutions are deployed in many financial services sector organizations including Barclays, RBS, Allianz, J.P. Morgan and Direct Line Group, utilizing the latest responsive design and app technology as well as providing dynamic and intuitive website and contact centre-based solutions.