

# Verint Express Whitemail Management

Manually processing customer letters, forms, faxes, and visits to the reception desk isn't just time-consuming — it often results in customers waiting longer for responses and doesn't provide an effective way to include these interactions in the customer profile. The best approach is to manage them like other channels, powered by your overall customer service solution.

Verint® Express Whitemail Management™ is an intelligent solution for processing letters and forms, linking them to the customer's contact record, and routing and prioritizing them efficiently. Part of the Verint Express™ solution set, it can enable you to reduce the errors associated with manual processing, easily generate answers from your knowledge base, make employees more productive, queues and response times shorter, and the customer experience more consistent.

Verint Express Whitemail Management can enable you to include letters, personal visits, and other traditional methods of customer interaction in customer contact records. When combined with phone, email, and web self-service interaction histories, this insight can help you deliver better, more personalized omnichannel service. Employees can view and process interactions started in other channels and even provide responses using different channels — all from within the original contact record. If your staff is unable to answer the customer's question immediately, they can request assistance from other departments or employees, or the contact can be reassigned to another team for completion.



Verint Express Whitemail Management can help you process traditional channels of customer engagement, such as letters and personal visits, and link them to contact records to help employees deliver better, more personalized service.



## Key Benefits

- Enables all customer contacts to be handled quickly and efficiently, including at your reception desk.
- Helps reduce the time needed to record customer contacts in traditional and offline channels.
- Supports efficient, consistent service across channels.
- Allows the customer contact history to cover all channels.

## Faster, Better Handling of Fax, Letter and In-Person Contacts

As part of the Verint Express™ solution set, Verint Express Whitemail Management seamlessly integrates with case management and other functionality provided within Verint Express. Once a case has been created, Verint Express presents a comprehensive view of the customer and other information relevant to the context of each interaction. Customer profiles, contact histories (including information from Verint Express Whitemail Management) and relevant data from your back office and other external sources can be integrated into this view, empowering your employees to provide an efficient, highly personalized experience. An integrated, unified employee desktop can automatically suggest relevant knowledge base articles that can help your employees manage contacts faster and more cost-effectively. It's a practical way to help enhance customer satisfaction while reducing employee effort.

## Extend Your Benefits with Other Verint Express Solutions

Verint Express Whitemail Management is a standard part of Verint Express™ — a comprehensive, modular suite of cloud-based customer service software specifically designed for midsize businesses and organizations. Reporting and analytics functionality is included with Verint Express, offering insights into whitemail management metrics and KPIs, along with other related data such as handle times, resolution rates, and the use of your knowledge base. Also included is an API that can enable integration with external systems, allowing relevant information from ACD, IVR, and back-office systems to be displayed in the employee desktop or customer portal, helping you further personalize customer service.

Verint Express also offers optional capabilities for email management, call and case management, outbound campaigns, web self-service, live chat, and virtual assistant.

Since these solutions share the same user interface, knowledge base, and analytics — and integrate seamlessly — you can easily expand the scope and coverage of your contact handling capabilities, enable customers to help themselves, and empower employees to work with customers and cases across all channels.

## Benefit from a Cloud-Based Solution

Verint Express Whitemail Management is a cloud-based SaaS solution, which offers functionality and data security comparable to or better than traditional on-premises deployments while helping to reduce start-up times and costs and simplify system administration. As a cloud-based solution, Verint Express does not require any on-premises hardware or software installation, which can reduce the time-to-value for your project.

## Verint Express Whitemail Management — Part of the Verint Customer Engagement Optimization Portfolio

Verint Express Whitemail Management is part of a patent-protected portfolio of customer engagement optimization solutions that help organizations enrich customer interactions, improve business processes, and optimize their workforces to enhance loyalty, increase revenue, mitigate risk, and manage operational costs.

## 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 Application 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.

### Verint. Powering Actionable Intelligence®

Verint® Systems Inc. (NASDAQ: VRNT) is a global leader in Actionable Intelligence® solutions for customer engagement optimization, security intelligence, and fraud, risk and compliance. Today, more than 10,000 organizations in over 180 countries use Verint solutions to improve enterprise performance and make the world a safer place. Learn more at [www.verint.com](http://www.verint.com).


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