

# Verint Express Virtual Assistant

Customers increasingly prefer to use online services rather than email or speaking to a live representative, yet many will abandon online transactions if they can't find quick answers to their questions. Some may revert to traditional, more costly channels (such as the phone), while others may abandon their transactions completely.

Verint® Express Virtual Assistant™ offers visitors to your website the option to consult your knowledge base in a more interactive and engaging way, entering into a dialogue with an automated assistant that can increase the chances of finding answers to their queries. It can help visitors to your website get answers to their questions on the spot — interactively — around the clock.

Available anywhere on your website that you choose, Verint Express Virtual Assistant can immediately adapt itself to the context of the situation based on user groups, services, categories, and knowledge base sections. It can display the most frequently asked questions automatically, and visitors can also ask questions directly using natural language. A variety of escalation options, such as web contact forms or live chat, can enable customers to seek additional assistance if necessary.

As part of the Verint Express™ solution set, Verint Express Virtual Assistant can make key information from each session available to your employees in the customer contact history.



With Verint Express Virtual Assistant, visitors to your website can get expert assistance with their query or transaction at any time.



## Key Benefits

- Helps increase customer satisfaction by providing quicker service.
- Provides additional support for visitors who might otherwise abandon your website or switch to more expensive channels.
- Helps reduce contact center queues for phone, live chat, and email queries.

## Deliver Real Assistance

Because Verint Express Virtual Assistant is integrated with the Verint Express Web Self-Service modules, it can retrieve information directly from your knowledge base for more focused, consistent answers. Available in more than 30 languages, it delivers high-quality customer assistance and can contribute to reductions in contact center queues for phone and live chat. It's a practical solution to help increase customer satisfaction and prevent visitors from abandoning their inquiries.

## Extend Your Benefits with Other Verint Express Solutions

Verint Express Virtual Assistant is an optional 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 Virtual Assistant 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, whitelist management, call and case management, outbound campaigns, web self-service, and live chat. 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 Virtual Assistant 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, it does not require any on-premises hardware or software installation, which can reduce the time-to-value for your project.

## Verint Express Virtual Assistant — Part of the Verint Customer Engagement Optimization Portfolio

Verint Express Virtual Assistant 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® is a global leader in Actionable Intelligence® solutions with a focus on customer engagement optimization, security intelligence, and fraud, risk and compliance. Today, more than 10,000 organizations in 180 countries — including over 80 percent of the Fortune 100 — count on Verint solutions to make more informed, effective, and timely decisions.


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