

Verint Intelligent Messaging

Today's consumers are going digital and expect your organization to engage with them in ways that differ greatly from traditional customer service. Any time they need assistance, they want to use the device that is most convenient for them right at that moment – and they still expect you to provide service that's quick, effective, and immediate. Can you deliver it?

With **Verint® Intelligent Messaging™**, you can. This patented digital engagement solution offers consumers convenience and continuity when they need assistance, whether they use a smartphone, tablet, or computer. It can enable you to deliver seamless experiences across channels and devices that reflect the preferences of digital consumers by:

- Facilitating engagement at any point in the buyer journey, from customer acquisition to service delivery and customer care.
- Allowing consumers to use the devices that are most convenient for them at the moment and delivering a common, familiar experience across devices.
- Enabling customers to start an interaction on one device, stop for any reason, and resume on the same or another device – even if it's hours or days later.
- Allowing customers to begin with self-service and seamlessly transition to live service without leaving your app or losing context, even across devices.
- Empowering consumers to engage in the ways they actually want to engage.

With Verint Intelligent Messaging, you can create a persistent, cohesive, digital customer experience that can traverse your website, mobile website, and mobile app – in any order or combination, with context maintained. It's a practical way to offer meaningful engagement throughout the lifecycle of interactions customers have with your brand.



With Verint Intelligent Messaging, you can deliver persistent, cohesive digital customer experiences across your website, mobile website, and mobile app – in any order or combination.



Key Benefits

- Empowers customers to engage digitally across channels and devices, in the ways that are most convenient for them – and cost effective for your enterprise.
- Supports proactive engagement, helping you deliver consistent, contextual assistance during high-value moments that can make or break customer relationships.
- Provides a secure, cloud-based solution that works with a variety of popular web browsers, as well as with iOS and Android native mobile apps.

Put Your Customers in Control

In addition to providing customers with continuity across digital channels and devices, Verint Intelligent Messaging can make interactions much more convenient. The solution's "start-stop-resume engagement" capabilities can allow customers to start an interaction on your mobile app, mobile website, or main website, stop at any time, and resume later without having to start over again when they re-engage.

There's no need for them to spend time in tedious chat queues, waiting for an agent to serve other customers or search for information. They can go about their day until they're notified of a new message or resolution. This can enable you to deliver a better customer experience by reducing wait times, escalations, and frustration. It can also help reduce the cost of delivering service.

Deliver Assistance More Effectively

Verint Intelligent Messaging can deliver contextual help and notifications proactively to customers who are struggling. When customers request assistance, the solution can examine the text of their first message and attempt to match it to a relevant article before passing the message to a live agent. By deflecting some interactions from live agents, these additional opportunities for customers to self-serve in the messaging channel can help reduce costs. If additional assistance is required, customers can transition seamlessly to a conversation with a live representative without leaving the app.

Because Verint Intelligent Messaging provides a comprehensive view of current and ongoing customer interactions right on the employee desktop, it's easy for agents and supervisors to manage multiple interactions at the same time. Customers and agents can text, record audio "voice notes," and share photos through mobile app and web in-app messaging. They can also search interaction histories to know what was communicated and print copies of their web discussions. This can help drive down escalations by providing a record of every interaction, even if it spans multiple days and devices.

Realize Greater Value from Customer Engagements

By helping you get closer to your digital customers during high-value moments, Verint Intelligent Messaging can enable you to increase digital engagement and mobile adoption. The solution's enterprise reporting functionality provides Actionable Intelligence® on customer interactions that can help you improve operational efficiency, capture revenue opportunities that might otherwise be missed, and drive a better customer experience.

Benefit from Powerful Technology

Verint Intelligent Messaging includes a secure, scalable, cloud-based engagement platform, SDKs for integrating capabilities into existing native mobile apps and website environments, a browser-based agent desktop, and optional CRM integrations. Its agent desktop can be standalone or integrated into Verint Engagement Management™, where the solution can benefit from built-in unified customer history, knowledge management, and case management. The solution works with a variety of popular web browsers, as well as with iOS and Android native mobile apps.

Verint Intelligent Messaging – Part of the Verint Customer Engagement Optimization Platform

Verint Intelligent Messaging 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 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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