Verint Customer Engagement Cloud Platform

Elevate every experience with an open approach to customer engagement.

Why Verint?

• Drive personalized, proactive connections with Digital-First Engagement.
• Seamlessly combine humans and bots with intelligent Workforce Engagement.
• Create a CX-focused culture across your business with Experience Management.
• Harness data to drive insights and action with Verint Da Vinci AI & Analytics™ and Engagement Data Hub.
• Connect the Verint platform with your full enterprise ecosystem through a rich set of APIs.

Product overview

The Verint Cloud Platform enables organizations to quickly adopt automated, best-in-class solutions that can delight customers throughout their journey and on their terms. Customers can choose when and where they want to purchase, interact, and receive service. It connects your data across the enterprise to provide much-needed clarity into your performance on how you’re engaging with customers. The Verint Cloud Platform also helps you find ways to put your employees’ talents to best use.

Product features

Take a truly open approach to customer engagement

• The Verint Cloud Platform seamlessly connects to your enterprise cloud ecosystem and extends capabilities to suit your business goals and user needs by sharing data across operations and platforms.

Unify and unlock your data:

• The Verint Cloud Platform provides a bi-directional data flow with your systems of record to unify data across your ecosystem and unlock the power of your data to deliver strategic outcomes.

Next-Gen AI powered by Verint Da Vinci AI and Analytics:

• Built on market-leading customer engagement data set from billions of real-world interactions every year, Verint Da Vinci powers next-gen innovation across the Verint Cloud Platform.
• Verint Da Vinci AI & Analytics is infused with advanced machine learning models, natural language processing, intent recognition models, predictive modeling, and analytics engines.
How it works

Verint® Customer Engagement Cloud Platform underpins our award-winning applications for Digital-First Engagement, Workforce Engagement, and Experience Management—and it’s architected to integrate into enterprise ecosystems.

Differentiators

- The Verint Cloud Platform is agnostic to any infrastructure choices. This means that the platform can work with your existing CCaaS, UCaaS, and CPaaS solutions (both on-prem and cloud-based).
- The open extensibility architecture allows you to easily integrate and augment your existing CRM with Verint’s best-in-class solutions. You can connect data across multiple platforms with the ability to change at any time—all without any loss of functionality.
- With Verint Da Vinci, you can respond faster to changing customer and employee needs. Build new business processes with precision. Create differentiated customer experiences based on one of the richest data sets, analyzing over 10 billion customer engagement interactions annually across thousands of customers in every industry.
The Guardian Life Insurance Company of America

Challenge
Guardian sought to simplify, modernize, and automate its workforce planning capabilities by moving its deployment of Verint® Workforce Management™ to the cloud and extending it beyond its contact center operations to encompass and optimize its back-office functions.

Solution
Verint Enterprise Workforce Management™ has purpose-built functionality for both the contact center and back office. Capabilities include work item tracking, extended service goals, and backlog management.

Benefits
- Increased productivity by 20% across the back office
- Reduced shrinkage from 30% to as low as 13%
- Moved workloads to Amazon Web Services in the cloud for greater agility, reliability, and functionality

“...We view workforce planning as an ever-evolving process. We’re always trying to anticipate what the business will need from us tomorrow, or a year from now, and position our operations to meet those needs. Verint has played an instrumental part in us being able to do that. Without Verint Workforce Management, we would not have been able to expand into our back-office areas as quickly or as extensively as we did.”

Scott Boyd, Director of Workforce Planning, The Guardian Life Insurance Company of America

About Guardian
A Fortune 500 mutual life insurance company, The Guardian Life Insurance Company of America was founded in 1860 and celebrated its 150th anniversary in 2010. The company’s products range from life insurance, disability income insurance, annuities, and investments to dental Insurance, vision Insurance, and employee benefits. Guardian’s customer service operations support 26 million clients and 24 different business units.

About Verint
Verint helps the world’s most iconic brands build enduring customer relationships by connecting work, data, and experiences across the enterprise.

Data Points
- $42 million cost savings from improved contact center management
- 44% reduction in customer engagement costs
- 20% improvement in employee productivity
- 23% reduction in employee turnover

Additional Resources
- [Verint Customer Engagement Cloud Platform Webpage](#)
- [Verint Customer Engagement Cloud Platform Brochure](#)

Solution available in [AWS Marketplace](#)