

Verint CCaaS Platform for Cisco Webex Contact Center

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Workforce Engagement Competitive Landscape

Stated Advantages: All Inclusive Offering consisting of Best in Breed Solutions

NICE
inContact

Five9



GENESYS™

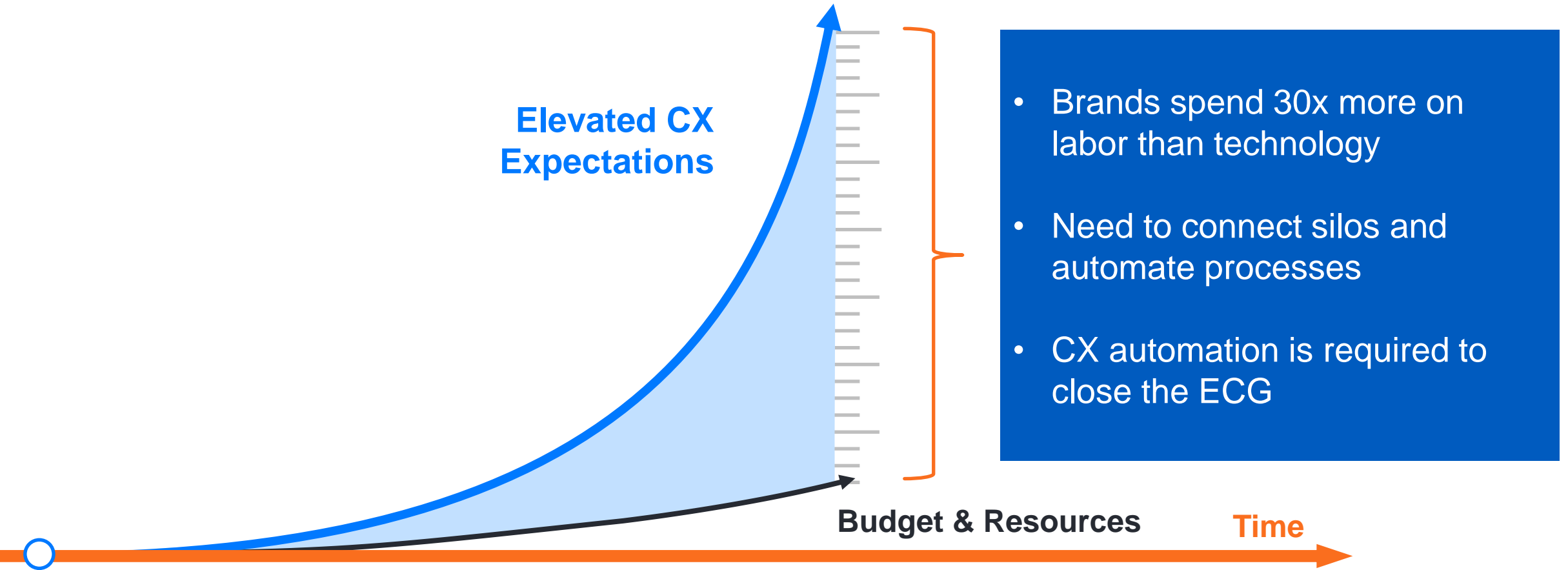
Disadvantage: Can only purchase their “not so best in breed” solutions

Cisco + Verint = Winning Strategy

- ✓ Proven industry leaders
- ✓ Top CPaaS & CCaaS Providers
- ✓ Long time partnership & collaboration
- ✓ True Best in Breed solutions
- ✓ Open Platforms allows for flexibility and customer autonomy

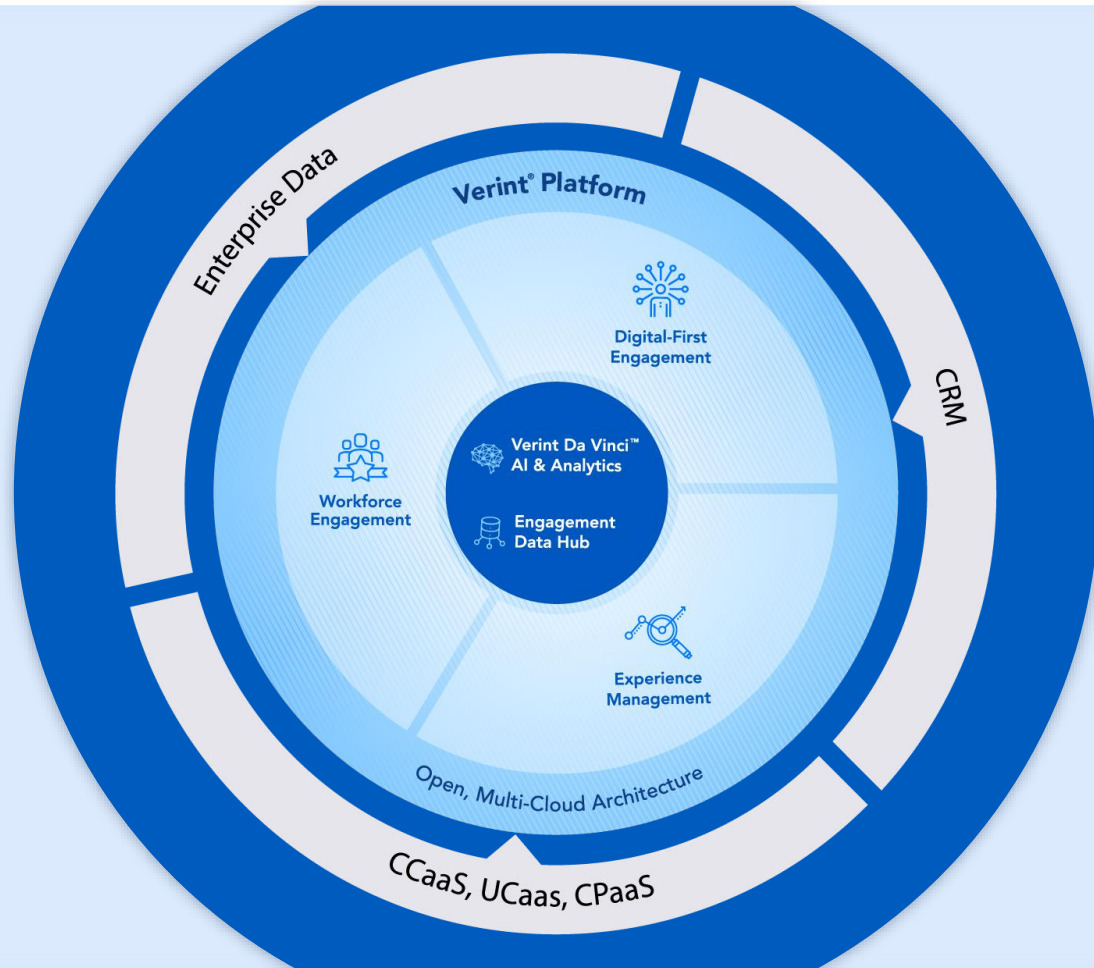
Brands Close the ECG with CX Automation Platform

Closing the Gap Drives Significant ROI, Elevates CX & Lowers Operating Costs



Verint Platform Built to Close the Gap with CX Automation

Open Cloud Architecture Easily Fits to Your Ecosystem



Open Platform Approach

Engagement Data Hub

Verint Da Vinci AI

Best-of-Breed Business Applications

Across the Enterprise

CX Automation: An Enterprise Strategic Imperative

Empower the Enterprise – Engage Consumers with CX Automation



Contact Center



Website or
Mobile App



Locations



Back-Office
Operations
(Knowledge
Workers)



Enterprise
CX

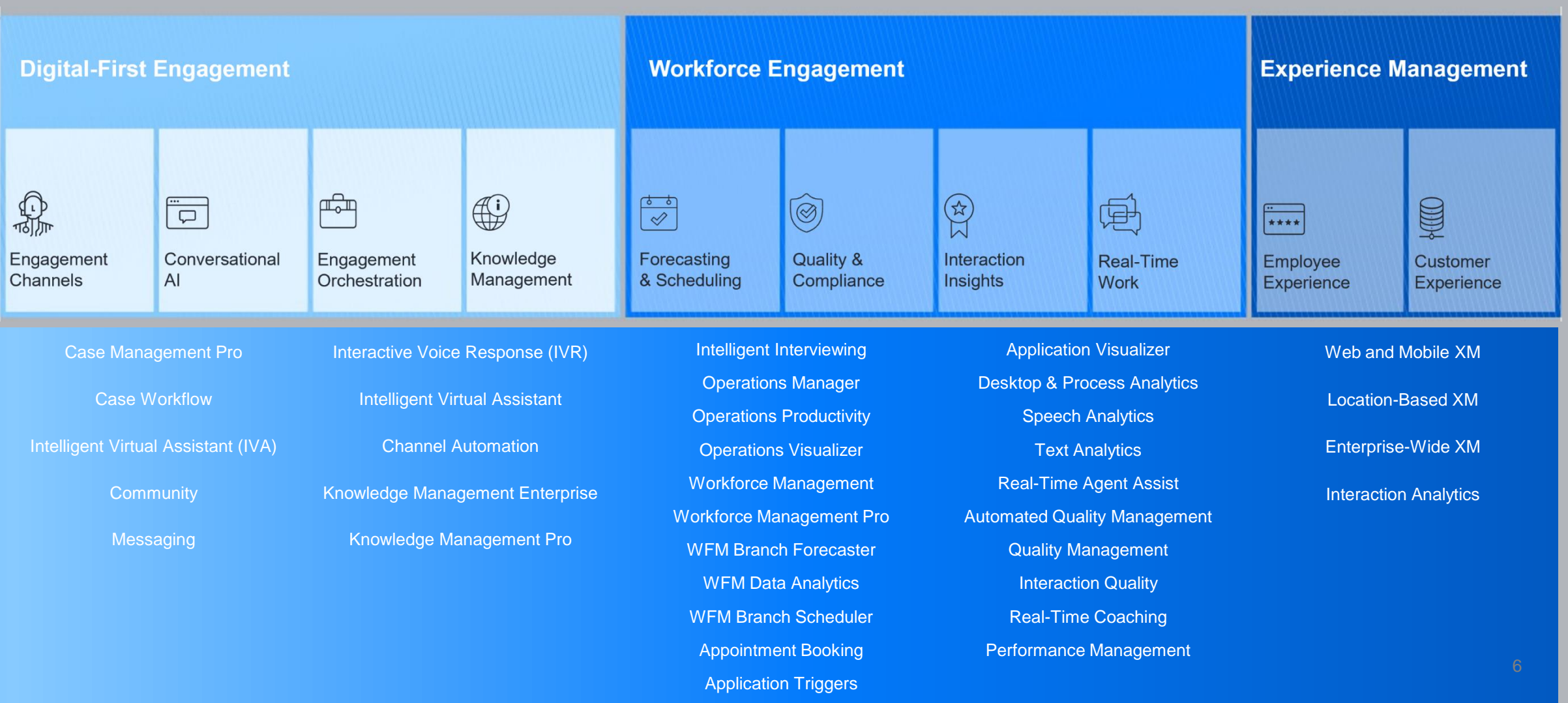
Verint Platform Use Cases



Webex Contact Center Platform

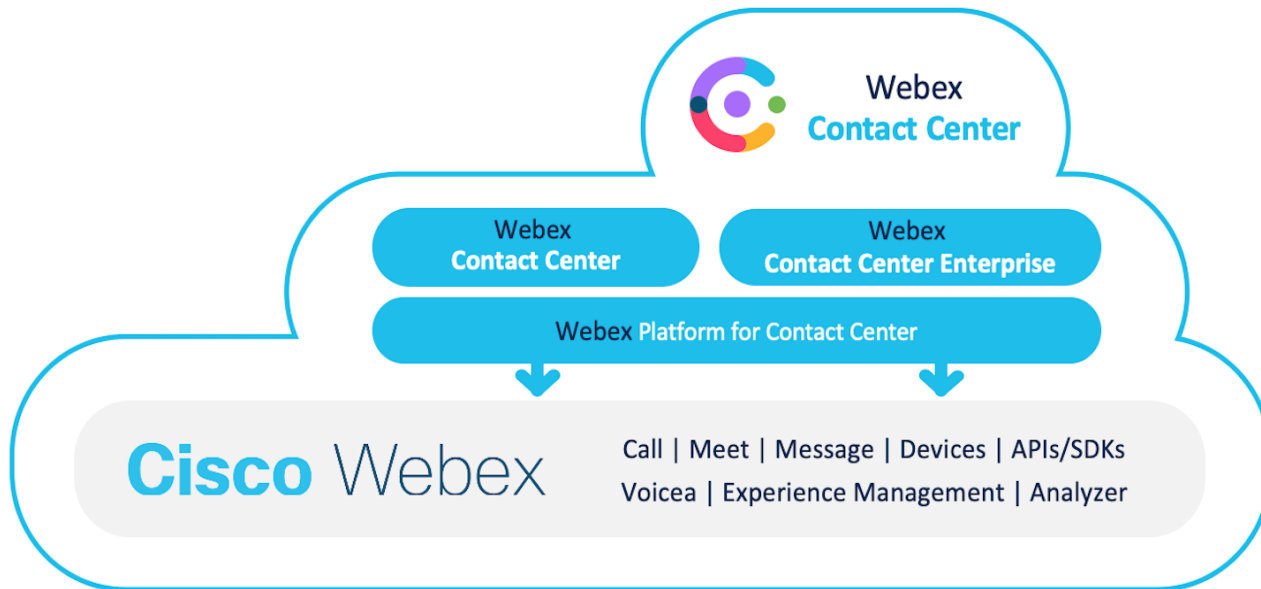
Verint Best-of-Breed CX Automation Applications

Close the Gap with No Disruption, Increase ROI with Each Application Added



Cisco / Verint Integrations

Evolving From Contact Center WFE Leadership to CX Automation Leadership



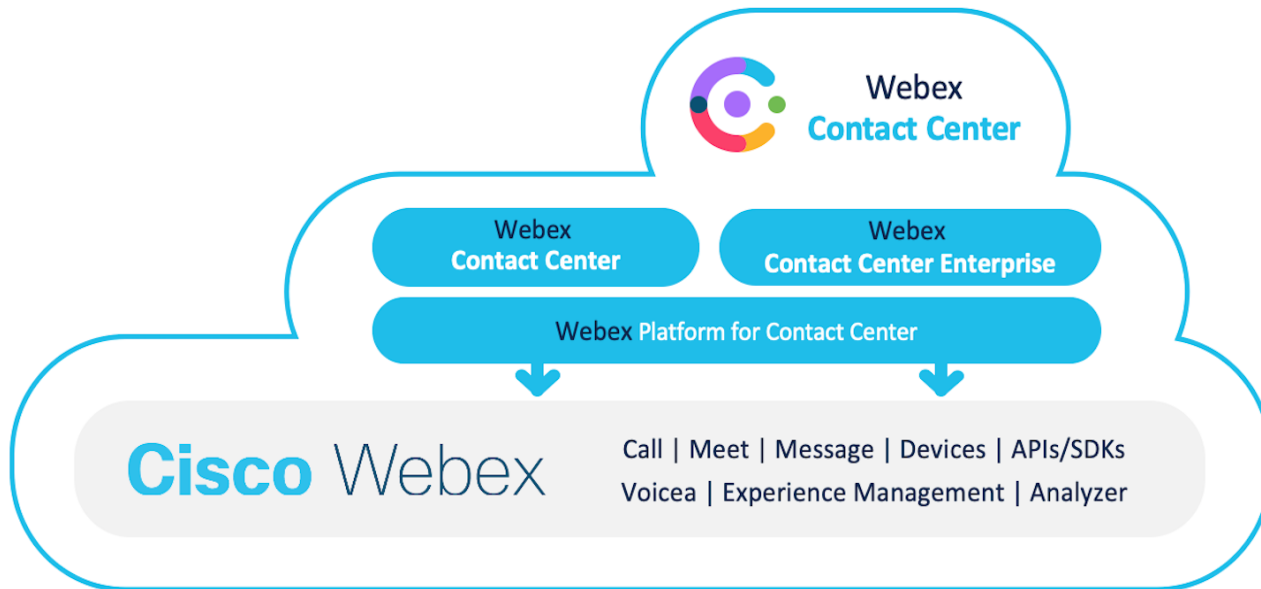
Contact Center Enterprise

Verint WFE Enterprise

- Cloud to Cloud
- Fully Integrated
- Real Time functionality
 - Voice
 - Screen

Cisco / Verint Integrations

Evolving From Contact Center WFE Leadership to CX Automation Leadership



Contact Center

Verint WFE Enterprise

- Cloud to Cloud
- Voice & Screen recording
 - ingested post call

Determining Which Cisco WFO Solution to Offer

Business Complexity Checklist

Scenario	Verint	Cisco WFO
Customer requires basic WFM/WFO deployment with less than 400 agents		X
Customer requires OEM (all Cisco solutions)		X
Competing against NICE, Genesys and / or Five9 < 400 (depending on requirements)	X	X
Competing against NICE, Genesys and / or Five9 > 400	X	
Enterprise opportunity with sophisticated scheduling and recording requirements	X	
Customer with more than 20% non-phone work (ACW, correspondence, email, follow up, research, knowledge work...etc.)	X	
Complex compliance requirements	X	
Data residency & language support	X	
Unified and automated workflows required across the platform	X	
Potential to expand into the Knowledge Workers, Branch and Mobile Workers environments with traditional contact center solutions	X	
Mobile capabilities for agents and management alike	Comprehensive	Basic
Single vendor providing best of breed solutions across WFO, Experience Management, Knowledge Management, IVA, Agent Assist and Fraud & Authentication	X	

Verint Team Supporting Cisco

Channels Organization

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Thank You
See you at Cisco Live!