



VidyoWorks and Verint

Highly Scalable, Secure Audio Recording for Video Contact Centers

Key Requirements for Effective Video Contact Centers

- Support for high scale and high call volume
- Reliable HD quality over the Internet and wireless networks
- Affordable enough for mass adoption
- Support for multiple personal interaction modes:
 - Share screen
 - Share video, multiple cameras
 - Add SME or supervisor
 - Support barge-in scenario
 - Easily integrated into workflows and existing systems



Record, search and replay customer interactions

Monitor calls in real time for training and agent coaching

Analyze recorded calls for continuous improvement

In today's world of massive information growth, organizations need to capture large amounts of information from numerous data types and sources, use analytics to glean insights from that information, and leverage the resulting intelligence to help achieve their customer engagement, enhanced security, and risk mitigation goals. Verint is the global leader in Actionable Intelligence solutions for customer engagement optimization, security intelligence and legal compliance.

Thanks to a VidyoWorks API integration, it is now possible for VidyoWorks enabled contact centers, help desks, healthcare portals and other applications to leverage Verint's market leading solutions and value-added services. Video calls are seamlessly integrated into the audio recording system, allowing the same monitoring, training and analysis applied to other communication channels to be applied to video.

The VidyoWorks platform powers the world's leading collaboration solutions, including Google+ Hangouts, Philips Healthcare solutions, and Vidyo's self-branded conferencing solutions. Supported by a highly-scalable architecture and featuring exclusive dynamic adaption technology, VidyoWorks solutions benefit from outstanding quality and exceptionally low operating costs whether deployed on premise in the cloud.

Solution Benefits and Use Cases for VidyoWorks + Verint

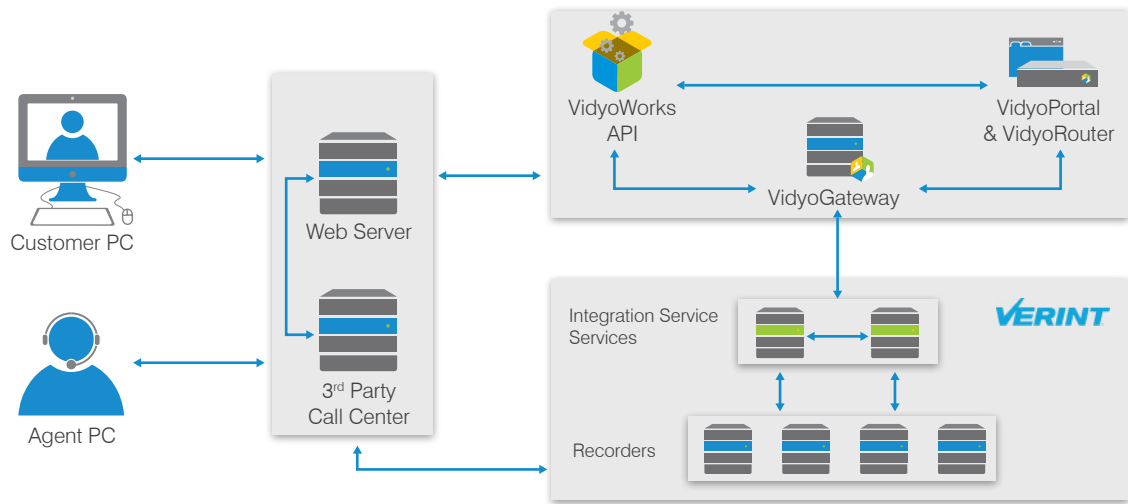
The VidyoWorks integration with Verint provides highly scalable, secure and robust audio recording of video calls and allows you to:

- Record, search, evaluate, and learn from customer interactions
- Use powerful analytics to surface trends, identify opportunities, and determine the root cause of contacts into your center.
- Track and analyze employee performance using pre-defined key performance indicators (KPIs)
- Drive best practices by turning customer interaction recordings into eLearning content that can be delivered directly to your employees' desktop
- Integrate audio recordings of video interactions into your multichannel contact center analytics
- Comply with statutory regulations requiring transactions to be recorded

Solution Components

Deployment options include on-premise, hosted, and hybrid designs, and scale to support thousands of concurrent video calls. System requirements include:

- VidyoPortal/VidyoAPI
- VidyoRouter
- VidyoGateway



Get Started Today

To learn more about Verint solutions, please visit www.verint.com. For VidyoWorks + Verint solution options and pricing, please contact your Vidyo sales representative.



Vidyo, Inc. (Corporate Headquarters)
433 Hackensack Ave., Hackensack, NJ 07601, USA
Tel: 201.289.8597 Toll-free: 866.998.4396
Email: vidyoinfo@vidyo.com

EMEA
emea@vidyo.com
+33 (0) 488 718 823

APAC
apac@vidyo.com
+852 3478 3870

INDIA
india@vidyo.com
+91 124 4111671