



TeleTech Technology and Verint Announce Strategic Partnership Offering World-Class Workforce Optimization and Analytics to the Cloud Contact Center

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DENVER and MELVILLE, N.Y., Sept. 13, 2016 /PRNewswire/ -- [TeleTech Technology](#) (includes [eLoyalty](#) and [TSG](#)) and [Verint® Systems Inc.](#) (Nasdaq: VRNT) today announced that the companies have entered into a strategic partnership. TeleTech Technology will provide Verint's end-to-end suite of Enterprise Workforce Optimization™ (WFO) solutions as part of its cloud and premise contact center portfolio. Verint's Enterprise WFO suite will be hosted within TeleTech Technology's high availability data centers and seamlessly integrated into its comprehensive cloud contact center offerings.

TeleTech Technology will OEM the complete Verint [Enterprise Workforce Optimization](#) suite, which includes unified solutions for call recording, quality management, workforce management, performance management, elearning and coaching, and desktop and process analytics, as well as speech analytics. Using the comprehensive suite, organizations can capture and analyze customer interactions, journeys and sentiments to enhance the quality and security of interactions, drive deeper engagement with customers and employees, enhance internal processes and compliance, uncover business trends, and heighten overall productivity and performance.

To assist customers in fully leveraging Verint's differentiated capabilities, TeleTech Technology will also offer a full suite of consulting, integration, and support services across its cloud and premise offerings. Bringing together TeleTech Technology's global experience in CCaaS and existing cloud infrastructure with Verint's top-of-the-line WFO suite provides a best-of-breed solution at a compelling price point.

In addition, TeleTech Technology will offer the Verint WFO suite standalone as a fully cloud-based, highly available, supported solution, independent of its unified communications and contact center routing solutions.

"As a leading Cisco® and Avaya® Cloud Contact Center provider, we are excited to partner with Verint as a recognized leader in the workforce optimization space," states Steve Pollema, senior vice president, TeleTech Technology. "Integrating Verint's multi-tenant WFO suite provides our customers with instant access to the latest innovations to enhance loyalty, increase revenue, and improve efficiencies across their contact centers."

Adds Pollema, "Workforce Optimization as a Service is one of the hottest emerging technologies in the cloud contact center market, enabling organizations to leverage the latest innovations on an ongoing basis without expensive and time consuming premise upgrades and cost. Encompassing quality management, workforce management and advanced analytics, TeleTech Technology's WFO-as-a-Service helps organizations drive efficiencies and ensure the highest quality customer engagement experience regardless of channel."

"Verint is pleased to have formed this strategic partnership with TeleTech Technology, an established, well-known provider in the cloud ACD market," notes John Bourne, senior vice president, global channels and alliances, Verint. "As demand for cloud technologies grows, and as organizations prioritize customer engagement, retention and loyalty—along with advanced solutions to engage and empower their staff—we are keen to make our proven workforce optimization and analytics solutions even more widely available to help them achieve their goals. Partnering with TeleTech Technology is a great step toward that end."

About Verint Systems Inc.

Verint® (Nasdaq: VRNT) 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 intelligence from Verint solutions to make more informed, effective and timely decisions. Learn more about how we're creating A Smarter World with Actionable Intelligence® at www.verint.com.

ABOUT TELETECH TECHNOLOGY

[TeleTech](#) (NASDAQ: TTEC) is a leading global provider of customer experience, engagement and growth solutions. Founded in 1982, the Company helps its clients acquire, retain and grow profitable customer relationships. TeleTech Technology, a division of TeleTech, is a pioneer among North American partners in offering cloud and on-premises contact center solutions powered by Avaya and Cisco. As a leading partner in the design and delivery of customer experience technology solutions, it specializes in helping companies across the globe provide faster, smarter, and more agile customer interactions. TeleTech Technology is a recognized Platinum Avaya Connect Partner and Cisco Gold Partner. In addition, it has earned a 4.6/5.0 overall customer satisfaction rating and 4.8/5.0 implementation satisfaction rating, making it one of the highest ranked Avaya and Cisco business partners. For more information, visit teletechtechnology.com.

This press release contains "forward-looking statements," including statements regarding expectations, predictions, views, opportunities, plans, strategies, beliefs, and statements of similar effect relating to Verint Systems Inc. These forward-looking statements are not guarantees of future performance and they are based on management's expectations that involve a number of risks, uncertainties and assumptions, any of which could cause actual results to differ materially from those expressed in or implied by the forward-looking statements. For a detailed discussion of these risk factors, see our Annual Report on Form 10-K for the fiscal year ended January 31, 2016, our Quarterly Report on Form 10-Q for the quarter ended July 31, 2016, and other filings we make with the SEC. The forward-looking statements contained in this press release are made as of the date of this press release and, except as required by law, Verint assumes no obligation to update or revise them or to provide reasons why actual results may differ.

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