



Witness Actionable Solutions

## ***Press Release***

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## **Verint Witness Actionable Solutions Brings Analytics-Driven Workforce Optimization to Small and Medium Sized Business Customers**

### **Company Launches Impact 360 Express Through Global Channel Partner Community**

#### **SWPP Annual Conference**

**Opryland Hotel, Nashville, Tenn.**

**MELVILLE, N.Y. and NASHVILLE, TENN., March 26, 2008** – Following the December launch of its next-generation, enterprise workforce optimization (WFO) suite, **Verint® Systems Inc.** today announced Impact 360® Express, which delivers world-class WFO to contact centers in the small and medium sized business (SMB) market. Part of the Verint Witness Actionable Solutions™ business line's WFO solution set, Impact 360 Express is available exclusively through the company's broad, global distributor and reseller partners.

Today's contact centers continue to be challenged with striking the balance between driving sales, managing operating costs and ensuring high-caliber customer experiences. This can be particularly true for SMBs where resources can run tight. Impact 360 Express is designed for smaller companies in the healthcare, financial services, telecommunications and other key vertical industries with contact centers, all of which increasingly face the same business requirements as their larger competitors.

Impact 360 Express is a WFO solution designed to capture customer intelligence and optimize workforce performance. It features quality monitoring/recording and workforce management embedded with complementary software components that enable companies to manage performance and focus on staff training and development. As a result, businesses can record, evaluate and store customer interactions; automate and simplify forecasting and scheduling; turn recorded customer interactions into best-practice training scenarios; and deliver skills-improving courses and feedback to agents.

With Impact 360 Express, SMBs can benefit from comparable functionality, performance and productivity gains as large, multi-site, distributed enterprises. The solution can help identify trends, spot potential problems, and proactively address them, as well as streamline business processes, satisfy compliance and regulatory requirements, better manage disputes and minimize losses, and help deliver world-class customer experiences.

Designed for rapid results through streamlined implementation and training, Impact 360 Express further reinforces Verint Witness Actionable Solutions' ongoing investment in and commitment to building and enabling its global channel partners.

"We understand how important it is for small and medium sized businesses to maintain a competitive edge, and no competitive offering on the market today comes close to delivering WFO software and services to SMBs at this price," says Nancy Treaster, senior vice president and general manager, Verint Witness Actionable Solutions.

"For customers seeking an affordable, leading-edge solution – one they can get up-and-running quickly from a single provider – the search ends with Impact 360 Express," adds Treaster. "The solution makes it possible for companies of all sizes to boost productivity, reduce attrition, and capture and evaluate interactions, as well as satisfy compliance and risk management requirements. Delivering a robust WFO solution to SMBs is critical for our global partners and the customers they serve. This is, and will continue to be, a key area of focus for us."

Impact 360 Express allows companies to select specific capabilities for use in their contact centers today, with the flexibility to add additional functionality as their needs change and operations grow. The solution can be implemented quickly without expensive hardware or middleware. For more information about Impact 360 Express, please visit [www.verint.com](http://www.verint.com) or call 1-800-4VERINT.

### **About Verint Witness Actionable Solutions**

Verint® Witness Actionable Solutions™ was formed as a result of the company's successful combination with workforce optimization provider, Witness Systems. Verint Witness Actionable Solutions enables organizations to capture and analyze customer/caller interactions, improve workforce performance and optimize service processes in contact center, branch and back-office operations. With the industry's broadest portfolio of innovative solutions for customer service analytics, workforce optimization, quality monitoring/full-time recording, workforce management, eLearning, performance management and customer surveys, Verint Witness Actionable Solutions helps companies uncover business trends, discover the root cause of employee and customer behavior, and power the right decisions to help ensure service excellence and achieve continuous performance improvement across every aspect of customer operations.

### **About Verint Systems Inc.**

Verint Systems Inc. (VRNT.PK), headquartered in Melville, New York, is a leading provider of actionable intelligence solutions for an optimized enterprise and a safer world. Today, more than 10,000 organizations in over 150 countries rely on Verint solutions to perform more effectively, build competitive advantage and enhance the security of people, facilities and infrastructure. Visit us at our website [www.verint.com](http://www.verint.com).

This press release contains "forward-looking statements" within the meaning of the Private Securities Litigation Reform Act of 1995, 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 and uncertainties, 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 the Company's Current Report on Form 8-K filed with the Securities and Exchange Commission on September 10, 2007, as supplemented by our Current Reports on Form 8-K filed on November 5, 2007 and January 16, 2008. 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, the Company assumes no obligation to update or revise them or to provide reasons why actual results may differ.

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