



WITNESS ACTIONABLE SOLUTIONS®

Press Release

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Latest Magic Quadrant for Contact Center Workforce Optimization Recognizes Verint Systems in “Leaders Quadrant”

Company Recognized by Gartner for Its Completeness of Vision and Ability to Execute

MELVILLE, N.Y., October 16, 2009 – Verint® Systems Inc. today announced its position in the Leaders Quadrant of the “*Magic Quadrant for Contact Center Workforce Optimization*,”¹ an October 12, 2009 report written by Research Director Jim Davies of research and advisory firm Gartner, Inc.

According to Gartner, those in the Leaders Quadrant “provide broad and deep WFO [workforce optimization] software portfolios that can be deployed and supported globally. They are suitable for all sizes and complexities of enterprises and have broad industry coverage. Revenues are strong, and new references are readily available.” The report positions Contact Center WFO providers in one of four quadrants based on an evaluation of their completeness of vision and ability to execute.

“Increased organizational awareness surrounding the value proposition associated with WFO, combined with an expanding set of viable vendors, is fueling market adoption,” the report explains. Gartner estimates that WFO is “fairing well in the current recession due to the impact it can have on the customer experience and operational efficiency.”

The firm defines WFO products as those that “combine technologies from many previously siloed functional domains... The key functional domains include WFM and strategic planning, call recording and QM, coaching and e-learning, performance management, surveying (focused on capturing operational and agent performance information), and interaction analytics (speech analytics combined with screen analytics, emotion detection and associated operational call data).” It highlights the “benefits of an integrated solution that enables information, insights, workflow and core contact center functions to be melded so that they complement and align with the business's high-level strategy.”

“The next-generation Impact 360 suite is continuing to redefine the landscape for workforce optimization software,” says Elan Moriah, president, Verint® Witness Actionable Solutions® and Verint® Video Intelligence Solutions™. “We believe Gartner’s positioning of Verint in the leaders quadrant is an example of our unparalleled commitment to WFO both in the contact center and enterprise-wide. Our unified, analytics-driven

¹ Gartner “*Magic Quadrant for Contact Center Workforce Optimization*,” Jim Davies, October 12, 2009

software is used by thousands of customers worldwide to capture customer intelligence, uncover business trends, discover the root cause of employee and customer behavior, and optimize the customer experience.”

About the Magic Quadrant

The Gartner Magic Quadrant is copyrighted 2009 by Gartner, Inc., and is reused with permission. The Magic Quadrant is a graphical representation of a marketplace at and for a specific time period. It depicts Gartner’s analysis of how certain vendors measure against criteria for that marketplace, as defined by Gartner. Gartner does not endorse any vendor, product or service depicted in the Magic Quadrant, and does not advise technology users to select only those vendors placed in the “Leaders” quadrant. The Magic Quadrant is intended solely as a research tool, and is not meant to be a specific guide to action. Gartner disclaims all warranties, express or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

About Verint Witness Actionable Solutions

Verint® Witness Actionable Solutions® is the leader in analytics-driven workforce optimization software and services. Its solutions are designed to help organizations capture customer intelligence, uncover business trends, discover the root cause of employee and customer behavior, and optimize the customer experience. From contact centers to remote office, branch and back-office operations, its award-winning, next-generation Impact 360® Workforce Optimization suite is the industry’s most unified solution set—featuring quality monitoring and recording, workforce management, speech and data analytics, customer feedback surveys, performance management, eLearning and coaching. Impact 360 helps improve the entire customer service delivery network, powering the right decisions to help ensure service excellence and transform organizations into customer-centric enterprises.

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.

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, January 16, 2008, and April 9, 2008 and the Form NT-10Q filed on September 9, 2009. 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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