



WITNESS ACTIONABLE SOLUTIONS®

Press Release

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Verint Witness Actionable Solutions Extends Enterprise Workforce Management Leadership with Enhancements to Impact 360 Contact Center and Back-Office Software

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NASHVILLE, TENN. and MELVILLE, N.Y., March 19, 2010 – Verint® Systems Inc. today announced enhancements to its next-generation Impact 360® Workforce Management (WFM) software from Verint® Witness Actionable Solutions®. New capabilities enable contact centers to create more flexible scheduling options, monitor back-office work activities more efficiently, manage backlog and model forecasts to meet service levels and processing deadlines. Additionally, the software supports compliance with Section 508 of the U.S. Rehabilitation Act of 1973, benefiting individuals with disabilities.

Driving Flexible Scheduling Options

Verint's Impact 360 Workforce Management software is leading the market by helping enable global requirements for Time Banking and Time Off Accrual management, adding new capabilities and flexibility to the forecasting and scheduling of staff. For example:

- Time Banking—enables modeling and tracking of “annualized hour banks” mandated in employee contracts by government labor laws, combined with the unique ability in Impact 360 Strategic Planner to optimize schedules, overtime, hours per week, vacation, training, hiring and even attrition over annual periods. The capability can factor in weekly minimum and maximum work hour constraints and can be used globally for both contact centers and back-office operations.
- Time Off Accrual—allows for the detailed and flexible modeling of rules associated with how employees accumulate vacation. It also helps validate and process time off requests, reducing managerial overhead in processing queries and improving employee satisfaction and productivity. Time Off Accrual can serve as a complement to payroll systems or be leveraged as a standalone system. In addition, new enhancements to the Time Off Manager capability gives employees the flexibility to request, within configurable timeframes, time off that has occurred in the past, as well as provide a view into waitlisted time off requests and status.

Further functionality has been designed to enable staff to swap and bid for shifts, if those involved have exact matching skills.

Managing Back-Office Operations

Impact 360 Workforce Management also has introduced new capabilities for back-office operations, extending Verint's leadership in the back office workforce optimization market. Enhancements include Work Item Tracking, which enables simplified set-up, viewing and drill-down into workloads by age of individual items. Linked Queue Forecasting expands on existing multi-queue forecasting by defining linkages based on workflow from one queue to the next. This is especially beneficial in back-office environments where it is common for a given work item to pass through many steps, often involving many people. The result of these capabilities is more efficient and effective workflow throughout the organization.

Other enhancements have been designed to improve the tracking and managing of backlogged work items. Based on Verint's extensive deployments of back-office workforce management, pre-defined Key Performance Indicators (KPIs) and corresponding reports are now available to address the most common measures of back-office performance.

"Workforce management solutions continue to deliver attractive and demonstrable rates of return. In today's economic climate, executive management teams are placing greater emphasis on the features and functionality provided by the technology because it provides an exceptional business case," shares Dick Bucci, principal, Pelorus Associates. "Forward-thinking vendors are also extending and offering workforce management software beyond the contact center, and Verint Witness Actionable Solutions is showing substantial growth in this area. In fact, the organization experienced the strongest gain in overall market share over the last couple of years in workforce management."

Helping Ensure Software Accessibility

Enhancements to the user interface have made the unified Impact 360 suite—including workforce management, performance management, coaching and eLearning—accessible to users with disabilities, meeting Section 508 guidelines. The solution also supports Job Access With Speech (JAWS), a software program created to eliminate barriers in information technology, making available new opportunities for people with disabilities, and encouraging the development of technologies to help achieve those goals.

"Striking a balance between managing multiple sites, staff schedules and customer expectations has only compounded the challenges an enterprise already experiences. These enhancements to the next-generation Impact 360 Workforce Management solution are in response to customer needs and compliance standards, and are designed to keep pace with where the industry is headed in respect to scheduling practices and trends," says Nancy Treaster, general manager and senior vice president, Verint Witness Actionable Solutions. "These WFM additions also serve as a reflection of our extensive experience and understanding of the unique challenges of managing workloads, performance and productivity in back-office operations."

About Impact 360 Workforce Management

Impact 360 Workforce Management is part of the Impact 360 Workforce Optimization suite. As a packaged solution, it features such capabilities as forecasting, scheduling, adherence and strategic planning, along with bundled functionality for performance scorecards and eLearning. The solution also features a single sign-on and unique WFO business workflow integrations that span across functions. Designed to measure and leverage the individual talents and preferences of each employee, align their skills and proficiencies with business objectives and customer needs, and produce optimized schedules, Impact 360 Workforce Management helps deploy the right staff, with the right skills, at the right time—both in contact center, branch office and back-office customer service operations that help shape the customer experience.

About Verint Witness Actionable Solutions

Verint® Witness Actionable Solutions® is the leader in 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. is a global leader in Actionable Intelligence® solutions and value-added services. Our solutions enable organizations of all sizes to make timely and effective decisions to improve enterprise performance and make the world a safer place. More than 10,000 organizations in over 150 countries—including over 80 percent of the Fortune 100—use Verint solutions to capture, distill, and analyze complex and underused information sources, such as voice, video, and unstructured text. Headquartered in Melville, New York, we support our customers around the globe directly and with an extensive network of selling and support partners. 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, April 9, 2008 and February 3, 2010. 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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