Verint Support

Now You Can:

- Benefit from product expertise as more than 30% of our product support specialists have 10+ years' experience with Verint products and services.

- Gain access to the Verint knowledgebase containing more than 25,000 Verint articles.

- Join peers who enjoy a 93.3% customer satisfaction rating.[1]

Choose from multiple support offerings to meet your specific needs.

Our support offerings are designed to give easy access to peers, resources, and Verint product specialists to facilitate customer success and long-term value from Verint solutions.

Verint provides both self-service support options for customers and live product support. Our self-help and support offerings are delivered as part of Verint Connect, our interactive engagement portal built on the Verint Community™. Verint Connect gives customers and partners access to the information they need about Verint solutions, services, and training all in one place:

- **Knowledgebase:** Find solutions via the Verint knowledgebase, enter a support ticket, and view its status and updates in real time on Verint Connect.

- **Resource Center:** Features searchable product and services documentation and provides time-sensitive content and potential solutions to known issues when incidents are logged on the customer support portal.

- **Learning Center:** An online resource for training, including on-demand, self-paced courses and regularly scheduled instructor-led courses.

Verint offers three levels of support plans designed to address varying customer business requirements[2]. See the table on the following page for descriptions of our Premium Plus, Premium and Standard plans.

[1]First quarter of 2023
[2]Not all plan levels are available in all markets. Cloud customers generally receive Premium Support, though not available for all products.

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Support Deliverable	Premium Plus	Premium	Standard
24 x 7 product support for Severity 1 and Severity 2 incidents	•	•	
Product support for all severity levels during Verint business hours as set forth at https://www.verint.com/engagement/support/	•	•	•
Prioritized incident routing	•	•	
New version and updates including software patches, hotfixes	•	•	•
24 x 7 access to Verint community for product documentation, patches and feature packs downloads and web ticketing	•	•	•
Defined incident response, issue investigation, diagnosis	•	•	•
Targeted Initial Response Times			
Severity 1	1 hour	1 hour	2 hours
Severity 2	2 hours	2 hours	4 hours
Severity 3	Next business day	Next business day	Next business day
Assignment of Support Account Manager to provide the following during local business hours:			
Support incident reviews	•		
Monthly Support metric reporting	•		
Regular Support metric reviews meetings	•		
Change/release planning	•		
Support Liaison for incident escalations	•		
Point of contact for Support needs	•		
Review of updates on relevant support topics	•		
Attend one site visit per year	•		
Twenty-four (24) consecutive hours of application, technical or business consulting annually[3,4]	•		
Two (2) 8-hour AdviceLine™ packages[4]	•		
Four (4) Verint University credits (instructor-led classes at Verint University's training facilities). Cloud customers also have access to Cloud Academy online training as part of their subscription.[4]	•		

For more information on our support offerings, please contact your account executive, customer success manager, or info@verint.com. Learn more about our Premium Plus Support.

[3]Cannot be used as a credit to an existing project and hours must be consumed during normal Verint business hours.

[4]Scheduled via a Verint Professional Services Director (or their designate) [the "PSD"] Note: These services must be consumed at one time during the applicable Support term and any services that remain unused during a Support term are forfeited and do not carry over into the following Support term.

Verint. The Customer Engagement Company®

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