Solution Brief

Transform Your Contact Center with Verint's AI Solutions & Servion's CX Expertise

Executive Summary

The question is no longer whether to deploy AI, but where to deploy it for maximum impact. While many organizations are experimenting with ad-hoc AI initiatives, achieving measurable business outcomes requires a structured approach with production-ready solutions.

Servion, a Verint Gold Partner with 25+ years of contact center expertise, helps organizations cut through the AI noise and deploy proven solutions that deliver immediate value. Our combination of Verint's specialized AI-powered bots with Servion's implementation expertise enables organizations to achieve transformative results.

Our clients typically see operational cost reductions of 15-30% within 90 days, alongside customer satisfaction improvements of 20-40%. Agent productivity consistently increases by 15-25%, while quality monitoring coverage expands to 100% of interactions. Most importantly, organizations can begin seeing these benefits quickly, with initial solutions deployed in just 30-60 days.

The Market Reality: Why Act Now

Organizations today face three critical challenges in their contact center environment. Understanding these challenges is essential for developing an effective AI strategy.

Uncoordinated AI Initiatives

Many organizations are currently pursuing departmental AI experiments without a coordinated strategy. This fragmented approach creates redundant efforts and delivers inconsistent customer experiences across channels. The lack of an enterprise-wide strategy leads to wasted resources and creates unnecessary security and compliance risks. Organizations need a structured approach to harness AI's potential effectively.

Integration and Security Complexity

Integrating AI with existing contact center infrastructure presents significant technical challenges. Organizations must maintain operational continuity during deployment while ensuring regulatory compliance, particularly in regulated industries. Data security concerns surrounding AI implementation require careful consideration and specialized expertise to address effectively.

Implementation Uncertainty

Organizations often struggle to identify their highest-impact use cases and determine which AI capabilities to prioritize. Concerns about disrupting current operations can paralyze decision-making, while the need for rapid ROI validation creates additional pressure. A clear implementation framework is essential for overcoming these challenges.

The Solution:
Verint AI-Powered Bot Solutions

Servion combines extensive CX consulting and implementation experience with Verint's leading-edge AI platform to deliver real, measurable results. These AI solutions streamline contact center operations and enhance efficiency, making operations more impactful. Our comprehensive approach categorizes solutions into two key layers:

Packaged AI for Operational Excellence

Servion's operational excellence solutions leverage Verint's specialized AI to automate routine tasks, enhance quality monitoring, and strengthen security across your entire operation. These solutions deliver rapid ROI by reducing operational overhead while simultaneously improving service quality and reducing risk.

TimeFlex Bot

This innovative AI-powered scheduling solution empowers agents with complete control over their schedule changes. The bot leverages an engaging gamification system called FlexCoins, where agents earn virtual currency through positive behaviors and performance, which they can spend on preferred shift adjustments. The system delivers impressive results, demonstrating an average 25% reduction in attrition and achieving return on investment within just 30 days. The TimeFlex Bot seamlessly integrates with existing Workforce Management systems to maintain optimal staffing levels while giving agents unprecedented schedule flexibility.

Quality Bot

The Quality Bot automates quality evaluations across 100% of customer interactions on all communication channels. The system utilizes artificial intelligence to both create and score quality templates with consistent accuracy. It includes specialized Performance Scoring and Compliance Scoring capabilities to provide comprehensive evaluation coverage. By analyzing every interaction rather than just a small sample, the bot identifies both coaching opportunities and examples of excellence, enabling supervisors to provide targeted performance improvement

guidance and recognize top performers. The automated scoring system helps identify specific behaviors that drive successful outcomes, allowing supervisors to replicate best practices across the entire agent population. Organizations implementing this bot have reported increases in supervisor capacity of up to 33%, allowing them to spend more time on personalized coaching and agent development rather than manual scoring.

Call Risk Scoring Bot

This sophisticated security solution analyzes more than 60 distinct data points from telecom metadata and caller behavior patterns. The system assigns real-time risk scores to every incoming call to identify potential threats immediately. It implements a comprehensive three-layer protection strategy incorporating Threat Matrix analysis, Account Watchlist monitoring, and Advisory Services. The bot excels at preventing fraudulent activities by detecting suspicious patterns before actual fraud attempts can occur.

Packaged AI for Agent Empowerment

Servion's AI-powered agent empowerment solutions work alongside your agents, providing intelligent, real-time support that enhances their natural capabilities rather than replacing them. By augmenting agent capabilities with AI, organizations consistently achieve improved operational metrics while creating an environment where both employees and customers thrive.

IVA (Intelligent Virtual Assistant)

This sophisticated virtual assistant delivers personalized self-service experiences across both voice and digital channels. The system incorporates specialized components including Smart Transfer, Intent Discovery, and Containment Bots to optimize customer interactions. The IVA utilizes pre-built industry-specific Natural Language Understanding models to ensure rapid deployment and accurate response handling. The system has demonstrated remarkable

success in self-service applications, successfully containing over 50% of incoming calls without agent intervention.

Knowledge Automation Bot

The Knowledge Automation Bot employs advanced generative AI technology to create concise summaries from multiple content sources. The system automatically crawls and formats content from approved sources throughout the organization. Agents receive precise, ready-to-use answers that include links to original source materials for verification. Implementation of this bot has been shown to reduce average call handling time by 20 seconds per customer interaction.

Knowledge Suggestion Bot

This intelligent system delivers real-time, contextual knowledge recommendations during active customer interactions. The bot integrates seamlessly into existing agent workflows to provide instant access

to relevant information. It analyzes conversation context and CRM data to ensure highly accurate suggestions. The system consistently improves first call resolution rates while significantly reducing overall handle times.

Coaching Bot

This advanced coaching system provides real-time guidance to agents during calls without disrupting their workflow. The bot continuously learns and improves its recommendations by analyzing interaction data from your contact center. Organizations using this solution have documented a 20-second reduction in call duration and a 10% improvement in sales conversion rates. Customer satisfaction metrics show significant improvement, with CSAT/NPS scores increasing by 20% after implementation.

Servion's Proven Methodology

Servion's 25+ years of experience as a dedicated contact center integrator, combined with our Verint Gold Partner status, makes us uniquely equipped to guide your AI transformation. Our proven methodology, deep integration expertise, and commitment to success will help you maximize the value of your Verint investment.

Servion's proven methodology ensures successful deployment through a structured, four-phase approach.

The Journey Acceleration Workshop

conducted over 1-2 weeks, begins by mapping current customer journeys to identify high-impact AI opportunities. Our experts analyze operational metrics, define success criteria, and create a comprehensive implementation roadmap tailored to your organization's specific needs and goals.

The AI Readiness Assessment

Lasting 2-3 weeks, this phase involves a thorough evaluation of technical infrastructure and integration requirements. Our team reviews security and compliance needs, determines the optimal deployment approach, and designs a solution architecture that maximizes value while minimizing risk.

Pilot Implementation

During this phase we deploy initial bot solutions and integrate them with existing systems. This phase includes comprehensive training for users and administrators, along with careful monitoring of performance metrics to validate business outcomes.

Production Scale-Out

Typically spanning 6-8 weeks, this phase focuses on expanding the deployment scope and optimizing performance. We enhance integration points, measure ROI, and begin planning the next phase of implementation to ensure continuous improvement and value delivery.

Partial Customer List

Banks & Financial Services

citibank | CreditOne BANK | NORTHERN TRUST | AMERICAN EXPRESS | usbank

Insurance

FARMERS INSURANCE | AON Insure your vision | Cigna | hippo | BlueCross BlueShield

Healthcare

Roche | PROPHARMA GROUP | SimonMed Imaging See Tomorrow Today | Texas Children's Hospital | COMMUNITY HEALTH CENTER OF LUBBOCK CARING FOR LUBBOCK

Retail

COSTCO WHOLESALE | Walmart | TESCO | CHALHOUB GROUP | LG

Quantifiable Benefits: Driving Real Business Outcomes

By implementing Servion's AI-powered Verint solutions, organizations can achieve:

Cost Reduction

15-30% reduction in operational costs through increased efficiency, optimized workflows, and reduced agent headcount.

Enhanced Customer Satisfaction

20-40% improvement in customer satisfaction scores with faster resolutions, personalized experiences, and consistent service across all channels.

Improved Workforce Management

Reduced agent attrition through more flexible and empowered scheduling options with tools like Timeflex Bot.

Increased Agent Productivity

15-25% increase in agent productivity through AI-powered assistance, streamlined knowledge access, and automated workflows, allowing them to focus on complex customer interactions.

Reduced Risk & Enhanced Compliance

Improved compliance adherence and proactive risk mitigation through real-time analysis with tools like the Call Risk Scoring Bot.

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Customer Success Stories

Helping a railroad company improve revenue with Intelligent Virtual Assistant (IVA)

Verint's IVA solution provides all website visitors instant access to online self-service, giving them answers to their questions and assistance with transactions without having to call or email a representative.

Results
- 8x return on chatbot investment
- 32% increase in containment
- 30% more revenue generated per booking with Julie

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Multinational Insurance Company Supports Flexible Working with Verint TimeFlex Bot

By enabling contact center agents to easily make changes to their schedules, the leading insurer dramatically decreased absenteeism and attrition.

Results
- Decreased attrition by 30%.
- Reduced absenteeism by 23%.
- Achieved a 17x return on investment.

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DenizBank Employs Total Quality Approach to Drive Improved Outcomes

Verint Automated Quality Management, the bank now captures and scores 100 percent of calls.

Results
- Expanded quality evaluation and scoring from 1% of interactions to 100%.
- Increased quality and compliance scores by 30%.
- Boosted sales by 15% through increased cross-sell and up-sell opportunities.
- Reduced employee turnover by 10%.

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Auto & General transforms knowledge with Verint

Verint Knowledge Management Bots delivered a user friendly, robust knowledge system. Frontline team members can now easily locate information and provide a better customer experience.

Results
- Improved customer satisfaction and reduced complaint numbers.
- Increased employee engagement and confidence.
- Improved business agility and compliance.

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START YOUR AI JOURNEY WITH SERVION

We invite you to schedule your Journey Acceleration Workshop to begin your AI transformation. This expert-led session will analyze your current operations, identify quick-win opportunities, and develop a custom ROI projection and implementation roadmap. We offer a no-cost initial consultation to help you understand the potential impact for your organization.

Contact us today to begin your AI transformation journey:

Email: marketing@servion.com Phone: **(877) 550-8527** Web: servion.com/verint-da-vinci-ai-bots/

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Crafting CX solutions