



Verint Knowledge Management for 8x8 Contact Center

Empower every agent with the right knowledge at the right time.

In today's fast-paced contact centers, every second matters. When agents spend time toggling systems or searching outdated databases, handle times go up and customer trust goes down. Verint Knowledge Management embeds real-time knowledge directly into the workflow—reducing errors, shortening handle times, and driving first-contact resolution.

Verint Knowledge Management for 8x8 Contact Center simplifies how agents find, share, and use knowledge across every interaction. It delivers intelligent search, dynamic recommendations, and unified access to knowledge libraries without disrupting customer conversations. Agents solve issues faster, customers get consistent answers, and organizations see measurable gains in efficiency and satisfaction.

Smarter workflows for a smarter workforce.

Knowledge recommendations, cognitive search, and a streamlined agent experience mean faster resolutions, happier customers, and more confident employees. Simplify onboarding, reduce training costs, and support continuous improvement with embedded analytics and workflow-based knowledge management.

Key benefits

- **Reduced Handling Time:** Agents spend less time searching for answers and more time resolving customer issues with intelligent search and automated knowledge suggestions.
- **Smarter Self-Service:** Provide agents with a unified, always-accurate knowledge source across channels. Consistent answers reduce friction and empower agents to resolve issues independently.
- **Improved Call Resolution:** Guide agents through complex scenarios using interactive decision trees. Deliver more precise answers, reduce rework, and boost first-contact resolution.
- **Streamlined Onboarding & Training:** Simplify agent ramp-up by teaching where to find answers—not what the answers are. A centralized, intelligent knowledge system means less memorization and more confidence on day one.

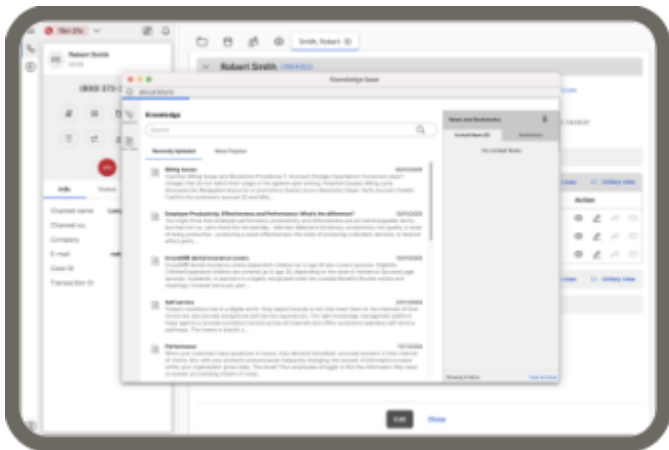
Deliver consistent answers across every channel.

Verint Knowledge Management brings together sophisticated AI search, dynamic recommendations, and easy knowledge sharing into a unified, API-driven platform for 8x8 Contact Center users.

Agents no longer waste time searching or guessing. Unified search, real-time updates, and automated knowledge suggestions ensure agents resolve issues faster, with less friction. Managers benefit from built-in workflows, analytics, and an easy-to-administer system that continuously improves knowledge delivery.

Simplify agent experiences, strengthen customer trust.

Empower your team to deliver smarter, faster, and more consistent service. With Verint Knowledge Management, every interaction is an opportunity to build trust and drive success.



Key capabilities

- **Cognitive Search Intelligence:** Sophisticated cognitive search (AI) enables query flexibility and relevant results simultaneously, improving productivity from day one without any time-consuming machine learning or programming.
- **Automated Content Clustering:** Automatically clusters content and presents links to contextually related knowledge that a user may need next, mimicking a human train of thought, improving operational KPIs and customer experience.
- **API-first Knowledge in the Cloud:** API access provides technical and commercial freedom to embed and trigger almost any knowledge feature and function into any touchpoint, ensuring consistency of help and guidance across channels and user groups.
- **Decision Trees:** Simplifies the creation and delivery of interactive and easily navigable procedures, diagnostics, or scripts, avoiding the cost of inconsistency.
- **Knowledge Administration Console and Workflow:** Workflow-oriented, easy-to-use knowledge administration console allows permitted users to create, schedule, manage, and report on multiple knowledge content types and user interactions.