

Verint Launches ULTRA Version 9

Submitted by: Sapphire PR

Thursday, 27 March 2003

Redefines Contact Centre Quality by Distributing Real-Time Customer Intelligence Via a New, Configurable Web Portal

Weybridge, Surrey – 27 March 2003: Verint Systems Inc. (NASDAQ: VRNT), a leading provider of analytic solutions for communications interception, digital video security and surveillance, and enterprise business intelligence, has launched the new version of its ULTRA™ Intelligent Recording™ platform for contact centres - ULTRA version 9.

ULTRA version 9 includes many significant advances in how data is captured, analysed and distributed, so that companies can more thoroughly understand the customer experience and more quickly and effectively take action to improve it.

At the heart of ULTRA version 9 is a new interface - the Web-based ULTRA IntelliPortal – that provides users with a common view to the ULTRA's four business applications (Contact Centre Quality, Enterprise Transaction Management, Customer Xperience Management™ and Customer Intelligence Analytics). In addition to improving ease of use, IntelliPortal provides the ability to personalise and tailor the presentation of the customer interaction data to best suit an organisation's business, management and operational requirements. This also facilitates the distribution and sharing of information throughout an organisation.

Once customer interactions are recorded (from telephone, VoIP, email, chat or agent assisted co-browsing), ULTRA uses selective retention rules based on user defined criteria to flag and forward contacts that contain urgent issues to the IntelliPortal interfaces of the appropriate managers for immediate review and action. This information is also accessed and distributed in real time, accelerating the rate at which intelligence may be acted upon.

ULTRA version 9 also offers two sophisticated analytical tools, IntelliMiner and IntelliFind. These use sophisticated data mining and analysis techniques to extract relevant information from the vast amounts of data collected from customer contacts and transform it into the intelligence that an organisation needs to optimise performance and enhance profitability.

“ULTRA version 9 will change the way organisations use information collected in their contact centres, giving this intelligence a more prominent role in customer strategies,” said David Parcell, Verint's managing director, EMEA. “When decision makers throughout an organisation have access to customer intelligence, they can take action to modify business processes to better meet the needs of customers and the objectives of the company. Companies can use the actionable customer intelligence generated by ULTRA version 9 to increase workforce performance, improve dispute resolutions, create more attractive product offerings, develop more effective sales strategies, enhance marketing campaigns and retain valuable customers.”

“Intelligent Recording for quality has evolved beyond agent and contact centre performance,” said

Katrina Howell, industry analyst with Frost & Sullivan. “Now it is about driving enterprise quality. Buried in the many contacts that take place every day are the keys to more effective marketing and sales strategies, better customer service programs, a deeper understanding of customer requirements and guidance for specific line-of-business decisions.” Howell continued, “The real value of recording customer interactions comes from the intelligent analysis of these recordings in order to identify issues, good and bad, and enable organisations to foster continuous improvement in their most important metrics: successful call outcomes and satisfied customers.”

ULTRA version 9 is available now.

Ends

For information:

Adrienne Routledge, Sapphire PR, tel 0208 249 6555, email: adrienne@sapphirepr.co.uk.

Robert Wint, Verint Systems, tel 01932 839500, email: robert.wint@verintsystems.com.

About Verint Systems Inc.

Verint Systems Inc., headquartered in Woodbury, New York, is a leading provider of analytic solutions for communications interception, digital video security and surveillance, and enterprise business intelligence. Verint software, which is used by over 800 organizations in over 50 countries worldwide, generates actionable intelligence through the collection, retention and analysis of voice, fax, video, email, Internet and data transmissions from multiple communications networks. Verint is a subsidiary of Converse Technology Inc. (NASDAQ: CMVT). Visit us at our website www.verintsystems.com.

Note: Certain statements concerning Verint's future results or prospects are “forward-looking statements” under the Private Securities Litigation Reform Act of 1995. There can be no assurances that forward-looking statements will be achieved, and actual results could differ materially from forecasts and estimates. Important factors that could cause actual results to differ materially include: changes in the demand for Verint's products; changes in capital spending among Verint's current and prospective customers; the risks associated with the sale of large, complex, high-capacity systems and with new product introductions as well as the uncertainty of customer acceptance of these new or enhanced products from either Verint or its competition; Verint's lengthy and variable sales cycle makes it difficult to predict operating results; risks that Verint's intellectual property rights may not be adequate to protect its business; risks associated with rapidly changing technology and the ability of Verint to introduce new products on a timely and cost-effective basis; risks associated with changes in the competitive or regulatory environment in which Verint operates; risks associated with holding a large portion of assets in cash and equivalents and the reduction of prevailing interest rates; risks associated with significant foreign operations and international sales and investment activities, including fluctuations in foreign currency exchange rates, interest rates, and valuations of public and private equity; the volatility of macroeconomic and industry conditions and the international marketplace; risks associated with Verint's ability to retain existing personnel and recruit and retain

qualified personnel; and other risks described in filings with the Securities and Exchange Commission. These risks and uncertainties, as well as others, are discussed in greater detail in the filings of Verint with the Securities and Exchange Commission, including Verint's most recent Quarterly Report on Form 10-Q. All documents are available through the SEC's Electronic Data Gathering Analysis and Retrieval system (EDGAR) at www.sec.gov or from Verint's website at www.verintsystems.com. Verint makes no commitment to revise or update any forward-looking statements in order to reflect events or circumstances after the date any such statement is made.

Verint, the Verint word mark, STAR-GATE, RELIANT, LORONIX and ULTRA are trademarks of Verint Systems Inc. Other names may be trademarks of their respective owners.