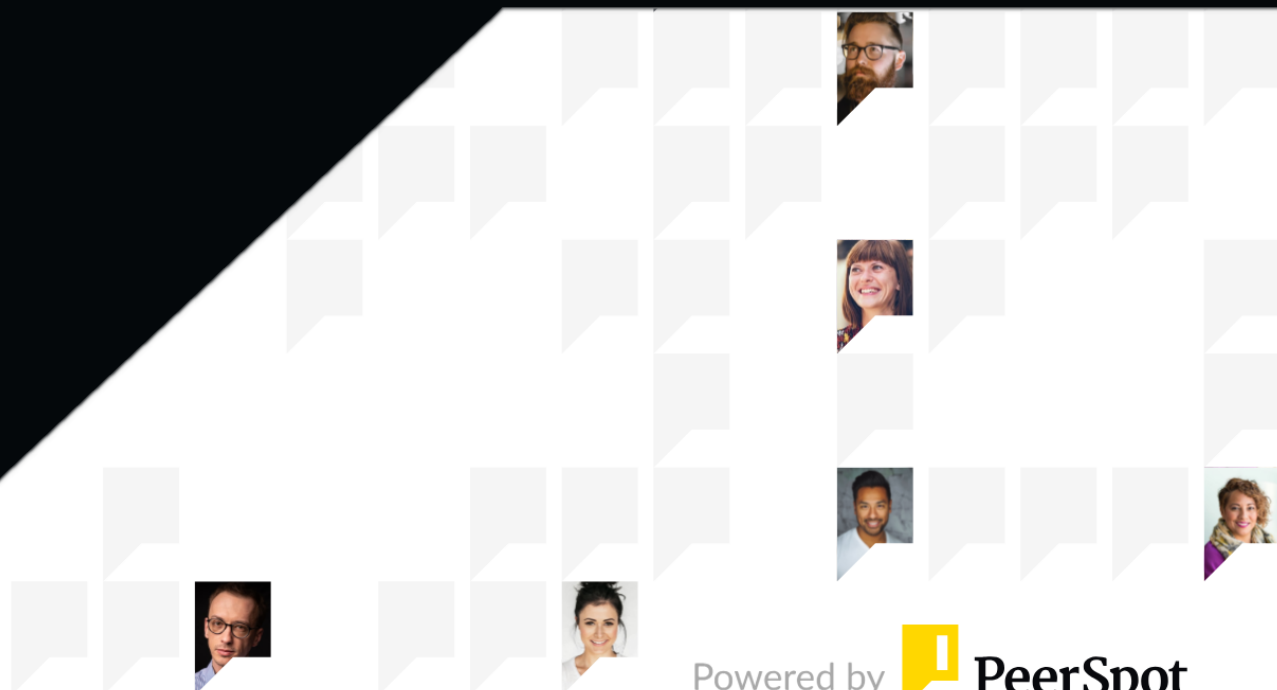




Verint Open Platform

Reviews, tips, and advice from real users



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Product Recap



Verint Open Platform

Verint Open Platform Recap

Verint Open Platform delivers comprehensive business intelligence with cutting-edge features to streamline processes and enhance data management for expert users.

Designed for enterprises looking to optimize efficiency, Verint Open Platform provides sophisticated tools tailored for intelligent data integration. It enables seamless collaboration across teams, ensuring that the data analysis is accurate and actionable. With a user-centric design, it fosters improved decision-making, supporting a wide array of applications from customer experience to performance metrics.

What are the key features of Verint Open Platform?

- **Advanced Analytics:** Provides in-depth insights into operational data.
- **Scalability:** Adapts effortlessly to changing business requirements.
- **Integration Capabilities:** Easily connects with existing systems for streamlined workflows.

What benefits and ROI can users expect from Verint Open Platform?

- **Increased Efficiency:** Reduces manual processes and improves productivity.
- **Cost Savings:** Minimizes operational costs through optimized processes.
- **Enhanced Decision-Making:** Facilitates informed decisions with accurate data insights.

Verint Open Platform is implemented in financial services to optimize customer interactions, in retail for supply chain insights, and in telecommunications for improving service delivery. Its adaptability makes it a valuable asset across these industries.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“Very few platforms on the market can match Verint Open Platform combination of enterprise-grade Quality Management, Workforce Management, and AI-driven analytics under one roof.”



Abed Loubani

Senior Consultant and Founder at Alert Line Solutions



“It really streamlined a lot of our processes, especially our Realtime Analyst processes.”



Elisha Guile-Anderson

Supervisor, Real Time Operations at Gabb



“Verint Open Platform has positively impacted my organization by increasing the productive time of my team and making real-time tasks easier to manage.”



Mohit_Kumar

Deputy Manager at Concentrix

- ✓ “Since using Verint Open Platform, I have seen a reduction in manual work, with almost a 70 to 80% uplift from the manual effort and other WFM tools when we transitioned to Verint, which represents a very significant uplift and reduction in manual work.”



Verified user

Senior Technical Consultant at a tech vendor with 201-500 employees

- ✓ “The companies that implemented the Quality Bot saw operational gains, an increase in NPS, an improvement in quality, and more assertiveness in identifying which agents were not performing at their best.”



Verified user

Customer Engineer at a tech vendor with 5,001-10,000 employees

- ✓ “Verint Open Platform has made the work much easier for the RTAs and for the schedulers who update the schedules from scratch and download the raw data while checking the adherence for agents.”



Mayank-Agarwal

Specialist at a tech vendor with 10,001+ employees

- ✓ “Most things work great out of the box, and we do not have many customer complaints about features not working.”



Fabio Soares

Customer Support Engineer at Avaya Inc.

What users had to say about valuable features:

“The best features Verint Open Platform offers are that it is very easy to check for the adherence of the agent from the variant. I don't have to go for other options.

The adherence part is the primary feature that I would highlight, and reports are also easy to download. You can handle different accounts with a single Verint Open Platform account, which is also great.

Verint Open Platform has made the work much easier for the RTAs and for the schedulers who update the schedules from scratch and download the raw data while checking the adherence for agents. It is very easy and has brought us to a point where we don't need much time for all these tasks. It is very easy to operate.

I have noticed that it saves time, reduces errors, and improves performance..”

Mayank-Agarwal

Specialist at a tech vendor with 10,001+ employees

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“The best features Verint Open Platform offers are that it is easy to use and integrates well with other CRM tools and within contact center applications. We have been very grateful for this, especially during our migration from other WFM, which was quite seamless. The newer platform allows for robust, easy-to-use scheduling and forecasting.

“Verint Open Platform has positively impacted my organization by increasing the use by the supervisors for their agent workforce, allowing business stakeholders to easily access performance metrics and efficiency. Assigning skill groups and forecasting has been easy based on the business demands within the real-time queues, as well as looking at the incoming, inbound, and outbound contact centers, which has been very easy to use..”

Verified user

Senior Technical Consultant at a tech vendor with 201-500 employees

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“The best features that Verint Open Platform offers include a very good interface of Variant and the ease of real-time adherence patching, which was much easier to do on Variant compared to other tools I have used.

The interface of Variant stands out to me because of its eye-catching look, making it appealing for my colleagues. Unlike other platforms I have used, which have no eye-catching interface, Verint Open Platform makes it easy to understand what is going on in real-time, while other tools often present a grayed-out experience.

Verint Open Platform has positively impacted my organization by increasing the productive time of my team and making real-time tasks easier to manage. Productivity has increased in Verint Open Platform because there is a particular section for every report, and we also have the option to make amendments in the tool for the report section, which is good to use..”

Mohit_Kumar

Deputy Manager at Concentrix

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“The best features Verint Open Platform offers in my experience supporting it include almost all the features that I have in the on-premise equipment that Verint has. The best thing is that it is easier for the customers themselves, not exactly the end-users, but the customers to configure what they need to do. Since Verint keeps all the systems up to date and with all vulnerabilities addressed, it makes it easy for our customers and even for Avaya to handle these issues.

Verint Open Platform has positively impacted my organization, as the tickets were reduced significantly with this platform. The most impressive thing is how it is faster for our support and, of course, for Avaya as well, as it has reduced the amount of technicians that we need working on this because almost everything goes directly to Verint to solve. We need fewer people working on it, and since tickets go direct to Verint, there are fewer people working on it and it goes faster. There is less of a tier to escalate the problem as it goes directly to Verint..”

Fabio Soares

Customer Support Engineer at Avaya Inc.

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“I really enjoyed the real-time analytics with Verint Open Platform, which was very important for my role as a Realtime Analyst. I used the forecasting a lot, and that was really great. It really helped us determine what our service level goals should be with some variables. I think one of the best ways I used Verint Open Platform was to integrate it with other platforms. I had it work with SQL so that I could assign unplanned time depending on an agent's system logs. That was really great as a Realtime Analyst, so I didn't have to always look up their system logs.

“Definitely fewer errors resulted from using Verint Open Platform. As a Realtime Analyst, I monitored the agent's schedules and adjusted, added unplanned absence, or whatever I needed based on their system logs. I would take the information that I generated from SQL and double check to make sure Verint had it, and most of the time Verint had it absolutely correct. I used a lot of importing methods as well where I would take data from SQL, put it into Excel, and then import it into Verint. That was very helpful and definitely streamlined the process of adjusting schedules according to the day-to-day..”

Elisha Guile-Anderson

Supervisor, Real Time Operations at Gabb

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“There are several standout features that I find particularly valuable in real deployments of Verint Open Platform.

First, the open platform architecture, including the ability to integrate with third-party applications via API, is a major strength. It allows organizations to connect Verint Open Platform with their existing CRM, telephony, and ticketing systems without being locked into a single ecosystem.

Second, I would highlight automated Quality Management. Verint Open Platform AI-driven auto-scoring and speech analytics capabilities are excellent for large contact centers where manual evaluation of every call is not feasible. Verint Open Platform ability to set up keyword categories and sentiment detection helps surface high-risk or high-value interactions automatically.

For the third feature, Verint Open Platform Workforce Management engine includes forecasting and scheduling tools that are robust, especially for multi-skill, multi-channel environments. Verint Open Platform real-time adherence monitoring gives supervisors immediate visibility into agent activity versus schedule.

Fourth, I would highlight the unified desktop experience. Having both QM and WFM in a single platform with a unified interface reduces the administrative overhead of managing separate tools and gives managers a consolidated view of agent performance.

Finally, the reporting and analytics are valuable. Verint Open Platform customizable dashboard and reporting suite allows both operational and executive-level reporting from the same data set, which is very useful in demonstrating return on investment to leadership..”

Abed Loubani

Senior Consultant and Founder at Alert Line Solutions

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Other Solutions Considered

“I think Verint Open Platform is a good option, especially for those who are doing real-time jobs and working on reports. It is very good for real-time adherence as well..”

Mayank-Agarwal

Specialist at a tech vendor with 10,001+ employees

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“I chose a rating between 8 and 10.5 because I have used other tools such as Amazon Connect and EWFM, which were not eye-catching or as easy to use as Variant..”

Mohit_Kumar

Deputy Manager at Concentrix

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“I am not sure if other options were evaluated before choosing Verint Open Platform; I was not part of the decision, but I believe the organization has looked into other tools in the market..”

Verified user

Senior Technical Consultant at a tech vendor with 201-500 employees

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“I used a couple of previous solutions. I used Pipkins, which was very old, and then I switched to Aspect. Aspect was okay, but it was very expensive. Then I switched to Verint Open Platform simply because it was able to do everything and more that Aspect did for a more reasonable price..”

Elisha Guile-Anderson

Supervisor, Real Time Operations at Gabb

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ROI

Real user quotes about their ROI:

“I would advise them to do a return-on-investment study together with Verint, as many of these tools make it easy to demonstrate this to the customer. Verint has some packages, like a try and buy, where you can use the tool for three months to show and see the results..”

Verified user

Customer Engineer at a tech vendor with 5,001-10,000 employees

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“Since using Verint Open Platform, I have seen a reduction in manual work, with almost a 70 to 80% uplift from the manual effort and other WFM tools when we transitioned to Verint, which represents a very significant uplift and reduction in manual work. We definitely need fewer employees and have saved money, which can be good metrics, as well as saved time. I do not know the exact money saved, but there is definitely time-saving with the WFM..”

Verified user

Senior Technical Consultant at a tech vendor with 201-500 employees

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Use Case

“My main use case for Verint Open Platform is for the adherence view, scheduling part, and real-time analysis.

A specific example of how I use Verint Open Platform for adherence and real-time analysis in my daily work is through the Adherence View report and the Variant Real-Time View. Additionally, I worked as a Variant admin and know how to create a profile..”

Mohit_Kumar

Deputy Manager at Concentrix

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“My main use case for Verint Open Platform is mostly within the workforce management open platform. For workforce management, I specifically use it to look at agent real-time metrics. I use it mainly for scheduling, forecasting, and also performance tracking metrics, business metrics, and agent efficiency tracking.

“The scheduling, looking at the agent workforce, assigning with the skill groups, and real-time metrics are very useful within the WFM..”

Verified user

Senior Technical Consultant at a tech vendor with 201-500 employees

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“My main use case for Verint Open Platform is to update schedules and download the reports.

For example, if an agent has not taken their break at the scheduled time, I go to the calendar part in Verint Open Platform, and from there I change their break activity to the actual time. That is how I update their schedule.

I have used the parameter reports and parameters part in Verint Open Platform to download the reports..”

Mayank-Agarwal

Specialist at a tech vendor with 10,001+ employees

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“My main use case for Verint Open Platform when I'm supporting these customers is to ensure they have programmed correctly what they need for an agent, or to verify that something programmed in one system is being replied to as it should in another part of the report. I need to make sure they did the configuration correctly and open a ticket with Verint when the configuration is correct and there is a bug in the platform.

A recent situation where I had to troubleshoot or escalate an issue with Verint Open Platform involved a configuration for a couple of agents that was not showing in the reports. We checked the configuration and attempted to reproduce the problem, but it was not possible to make those agents appear in the report. We needed to open a case with Verint. Verint worked on it, and although it took a while to give an answer, they needed to reset something in the system that they did not explain exactly to me. After that, the new agents started appearing in the reports again.

I do not have anything else to add about my main use case or my support experience with Verint Open Platform. We do not have many requests yet for this open platform. Most things work great out of the box, and we do not have many customer complaints about features not working. Verint Open Platform has been working very well this last year..”

Fabio Soares

Customer Support Engineer at Avaya Inc.

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“I used Verint Open Platform in my previous job for about two years.

“We used Verint Open Platform for scheduling and schedule adjustments.

“As a Realtime Analyst, I monitored incoming contact volume by taking a look at the queues and making sure that our contact volume was being addressed according to our service level goals. One specific way that I used Verint Open Platform was when an agent or a group of agents was scheduled for chats or emails. I would do what we called an agility move and quickly pivot their schedule to reflect phones if I saw a phone queue. I would always give the agents about 10 to 15 minutes notice so that they could quickly move. What I really appreciated about Verint Open Platform was that it would also email the agents to let them know that their schedule had been moved, but as a team we would always reach out via Slack as well.

“We used Verint Open Platform with a WFM ticketing system so agents, supervisors, and managers could enter a WFM ticket to have us adjust something or take a look at vacation requests. We would definitely use Verint if we had to adjust a break or a lunch, add a meeting, add a team huddle or coaching, or take a look at a vacation request that was possibly pending in Verint..”

Elisha Guile-Anderson

Supervisor, Real Time Operations at Gabb

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“My primary use cases for Verint Open Platform have been Quality Management, QM, and Workforce Management, WFM, within contact center environments. This includes call recording, screen capture recording, quality evaluation workflows, forecasting and scheduling, adherence monitoring, speech analytics, and desktop process analytics for large enterprise contact center teams.

For Quality Management, I use Verint Open Platform to configure and manage end-to-end call recording and screen capture for large contact center teams. I build custom evaluation forms tailored to different business units, set up automated call scoring workflows, and work closely with the QA teams to calibrate scoring criteria. One real-world example is implementing a QM program for a contact center with thousands of agents where we use Verint Open Platform category-based auto-scoring to flag calls with compliance risk keywords, which significantly reduces manual review time and improves consistency in agent evaluation. I also implement call recording for large enterprises with thousands of agents, so all calls are being recorded and screens are being captured.

For Workforce Management, I handle forecasting, scheduling, and real-time adherence monitoring. A specific example would be building multi-skill scheduling models for blended agent teams handling both inbound voice and back-office tasks, using Verint Open Platform WFM engine to optimize staffing levels while meeting service level targets. This helps reduce overstaffing costs while maintaining SLA compliance..”

Abed Loubani

Senior Consultant and Founder at Alert Line Solutions

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Customer Service and Support

“It was great. I never really used the customer support myself, but I know that my supervisors and managers did and they would always come back with really great results and answers to questions that they needed..”

Elisha Guile-Anderson

Supervisor, Real Time Operations at Gabb

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Other Advice

“Regarding Verint Open Platform's AI capabilities, I believe its accuracy and reliability of output totally depend on how individuals choose their filters. If the correct filter is chosen, the report will be accurately fetched.

My advice to others looking into using Verint Open Platform is to appreciate the interface. I rate this review as 9..”

Mohit_Kumar

Deputy Manager at Concentrix

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“Our customers use Verint Open Platform both in the public cloud and on-premises. The customers who are on-premises now, we are migrating all of them to the public cloud, so the trend is that everything goes to the public cloud, while we have both environments.

I believe Verint Open Platform is an excellent tool, but like every tool, there is always something to improve and something to progress. In terms of perfection, I believe that to reach a ten, you need a one hundred percent platform, and I think nine is excellent. I would rate this review a nine overall..”

Verified user

Customer Engineer at a tech vendor with 5,001-10,000 employees

[Read full review](#) 

“My advice to others looking into using Verint Open Platform is that it is a good

choice if you need to have fewer people managing your system.

The only concern right now regarding Verint Open Platform is about all the available features. If it fits what you need, it is okay to go cloud. Having someone to take care of the service is expensive today. My advice when having Verint right now is to see if it is okay for you to have an on-cloud solution, as it would be a better solution than having on-premise.

Regarding Verint Open Platform's security and governance, I think that Verint has been very responsive to the problems that we have with system vulnerabilities and this kind of thing. I have a good impression of Verint about this. For their cloud system, it looks okay to me, but I do not have enough information to rate this. Overall, I have a good impression of Verint regarding governance and security.

Regarding Verint Open Platform's AI capabilities, I am trying to recall something, but I am not sure I have supported or used any AI capability recently. I used to work with automatic quality monitoring, but that was in the on-premise services, and I do not believe it is AI. I do not believe I can answer this question. I have given Verint Open Platform a rating of eight out of ten..”

Fabio Soares

Customer Support Engineer at Avaya Inc.

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“My advice for others looking into using Verint Open Platform is that scheduling and forecasting are very important. We need to feed in all the data into the WFM so that we can see all the agent workforce and metrics in detail. The data we provide to Verint is very important to achieve the best outcomes from the platform.

“Regarding Verint Open Platform's AI capabilities, we still need to explore how the data is shared across different platforms, and we need to have strict governance rules around the platform regarding how it will be used and what level of security it is built on, ensuring biasing and trust. Those are the main things we are looking to

validate in the future for our customers.

“The accuracy and reliability of Verint Open Platform's AI capabilities depend on the prompt engineering; how I ask about the details matters, so I need to structure my inquiries appropriately to get the best output. I still have not explored its full capabilities, as we are still learning about it.

“I would rate this review an eight out of ten..”

Verified user

Senior Technical Consultant at a tech vendor with 201-500 employees

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“I do appreciate AI, and I think that Verint Open Platform does a good job of making sure that everything is secure. I absolutely appreciate a human touch in regard to AI. Instead of just asking the computer to do something for me, I am the one making the calculations and then I ask the computer to do whatever task that I need, whether that be making an agility move or adjusting breaks or lunches.

“I found the imports very helpful where I would take the new agent data and put it into SQL and then import it into Verint. I personally helped open up a new site a couple of years ago, and I remember Verint Open Platform was very easy to use. There was no struggle at all.

“I would say use the AI to your advantage with Verint Open Platform. [Make](#) sure that you are inputting information that the AI can help you calculate, but do not rely on AI. [Make](#) sure you always have that human touch.

“Verint Open Platform is great, and I would rate this review an eight out of ten..”

Elisha Guile-Anderson

Supervisor, Real Time Operations at Gabb

[Read full review](#) 

“Verint Open Platform has made meaningful strides in AI governance and security, which is increasingly important as AI-driven features including auto-scoring, speech analytics, and predictive scheduling become core to Verint Open Platform value proposition.

For data security, Verint Open Platform maintains strong data security standards, including role-based access controls, encryption of recorded interactions at rest and in transit, and audit logging. In regulated industries such as financial services and telecommunications, these controls are essential, and Verint Open Platform generally meets enterprise security requirements very well.

For AI governance, Verint Open Platform provides transparency into how automated scoring and speech analytics categories are configured, which allows administrators to audit and adjust AI-driven decisions. This is important for organizations that need to justify evaluation outcomes to agents or regulators.

For compliance frameworks, Verint Open Platform supports compliance with major frameworks including GDPR and industry-specific regulations, which include controls around data retention, access, and deletion that are configurable at the organizational level.

For areas of improvement in security, as AI capabilities expand, particularly with the DaVinci engine, more granular explainability tools would be valuable. Being able to clearly articulate why an AI module scored a call a certain way is increasingly important from both a fairness and regulatory standpoint. Greater transparency in AI decision-making would strengthen trust in Verint Open Platform automated outputs.

While exact figures vary across the different organizations I work with, here are some representative outcomes I observe.

For agent quality scores, after implementing automated QM and structured coaching programs supported by Verint Open Platform data, organizations typically see quality scores improve by 15 to 25% within the first six months of deployment.

For evaluation coverage, moving from manual random sampling, typically 2 to 5% of calls, to automated evaluation of 100% of interactions is perhaps the most significant operational shift, giving management full visibility rather than a narrow snapshot.

For scheduling efficiency, WFM automation reduces the time spent on manual schedule building by an estimated 40 to 50%, allowing workforce planners to focus on exception management and strategic planning rather than administrative tasks.

For compliance incidents, organizations that use Verint Open Platform speech analytics for compliance monitoring report a noticeable reduction in flagged compliance incidents after the first quarter of deployment, as agents become more consistent with required disclosures once they know interactions are being monitored systemically.

For staffing cost, improved forecast accuracy helps reduce overstaffing during off-peak periods, contributing to measurable reductions in unnecessary overtime costs.

On a scale of 1 to 10, I rate Verint Open Platform at 8 out of 10. It is a credible and balanced score, high enough to reflect genuine confidence in Verint Open Platform, but not a perfect 10, which would seem unrealistic given the real improvement areas I have outlined.

Verint Open Platform is not a 10 primarily because of three factors: the implementation complexity, which requires significant expertise and time investment to get right; Verint Open Platform UI in certain modules, which has not kept pace with more modern cloud-native alternatives; and Verint Open Platform licensing cost, which can be prohibitive for mid-market organizations.

What earns Verint Open Platform the 8 is the sheer depth and breadth of functionality. Very few platforms on the market can match Verint Open Platform combination of enterprise-grade Quality Management, Workforce Management, and AI-driven analytics under one roof. Verint Open Platform is genuinely battle-

tested in large, complex contact center environments. It handles scales, multi-skill routing, omnichannel evaluations, and compliance monitoring in ways that many competitors simply cannot match at the same level of sophistication. For any large enterprise contact center that has the resources to implement and support it properly, Verint Open Platform consistently delivers strong ROI and operational value, which is why it remains one of my top recommendations in the workforce engagement management space, despite the areas I would appreciate seeing improved.

My top advice for organizations considering Verint Open Platform is to first invest in proper implementation. Do not underestimate Verint Open Platform complexity. Engage certified Verint Open Platform professionals from the start. A poorly configured deployment will under-deliver regardless of Verint Open Platform capabilities.

Second, define your use cases upfront. Know exactly what you need from QM and WFM before go-live. Trying to configure everything at once leads to delays and scope creep. Plan for training, as end-users, supervisors, and administrators all need role-specific training. Adoption is the biggest risk after implementation.

Finally, start with core features. Get the fundamentals right before enabling advanced AI and analytics features. Build on a solid foundation. Budget for ongoing support, as Verint Open Platform is not a set-and-forget solution. Allocate resources for ongoing administration, tuning, and upgrades. On a scale of 1 to 10, my overall rating for Verint Open Platform is 8 out of 10..”

Abed Loubani

Senior Consultant and Founder at Alert Line Solutions

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