



Witness Actionable Solutions

Press Release

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Jazztel Deploys Verint Witness Actionable Solutions' Impact 360 Workforce Optimization Software in Spanish Contact Center Operation

Company Leverages Workforce Optimization in IP Environment to Capture Customer Interactions; Structured and Intelligent Data Helps Improve Workforce Management Capacity and Performance

MELVILLE, NY and MADRID, SPAIN, 3 June 2008 – Verint Systems Inc. announced today that Jazztel, a leading telecommunications and data transmission carrier in Spain, has implemented Impact 360® Workforce Optimization (WFO) – a solution offered through the company's Verint® Witness Actionable Solutions™ business line. Having deployed the solution in an Avaya IP environment, Jazztel is leveraging the software to help improve workforce management capacity and performance at its contact center in Madrid.

The ability to capture, analyze and take action on customer interactions is what appealed most to Jazztel in selecting Impact 360 Workforce Optimization. With the information acquired, the organization better understands trends and root causes. Jazztel is also able to leverage other functionality across the WFO suite – such as workforce management, eLearning and performance management – to establish realistic forecasts and performance goals, schedule the appropriate number of staff, drive performance improvement with targeted training and measure performance to identify execution issues and excellence. The solution has been deployed in conjunction with Verint partner Voiceware Communications.

"We are confident that the innovative technology and the quality of professional services provided by Verint Witness Actionable Solutions and Voiceware, along with the expertise of our own team, will further enhance our customers' experiences with Jazztel's customer care," says Marcos Liberini, Director of Customer Care at Jazztel. "By implementing Impact 360 Workforce Optimization, we expect that our service efforts will continue to stand out in the Spanish market."

By design, Impact 360 Workforce Optimization enables Jazztel to scale based on demand, adding new functionality in the future to span across the entire enterprise, such as customer feedback and speech and data analytics. The unified suite also helps the organization obtain greater insight into workforce performance, customer service processes and customer loyalty.

"Impact 360 Workforce Optimization enables Jazztel to extract and analyze important information on interactions with customers, analyze the effectiveness of the service they deliver and improve the experience for its growing customer base," comments David Parcell, Managing Director EMEA for Verint Systems. "The software complements Jazztel's vision in optimizing its contact center, and helps provide increased quality and productivity."

About Jazztel

Jazztel is a leading telecommunications and data transmission carrier with its own infrastructure in Spain. The company offers broadband solutions for voice, data and Internet traffic geared towards residential and business markets. Jazztel has rolled out its network in more than 100 metropolitan areas and business parks in Spain. This local access network infrastructure along with its backbone network is one of the most rapid telecommunications networks in Europe. For more information please visit www.jazztel.com.

About Verint Witness Actionable Solutions

Verint® Witness Actionable Solutions™ is the leader in analytics-driven workforce optimization. Its solutions are designed to help organizations capture customer intelligence, uncover business trends, discover the root cause of employee and customer behavior, and optimize the customer experience. From contact centers to remote office, branch and back-office operations, its award-winning, next-generation Impact 360® Workforce Optimization suite is the industry's most unified solution set – featuring quality monitoring and recording, workforce management, speech and data analytics, customer feedback surveys, performance management and eLearning. Impact 360 helps organizations improve the entire customer service delivery network, powering the right decisions to help ensure service excellence and transform organizations into customer-centric enterprises.

About Verint Systems Inc.

Verint Systems Inc. (VRNT.PK), headquartered in Melville, New York, is a leading provider of actionable intelligence solutions for an optimized enterprise and a safer world. Today, more than 10,000 organizations in over 150 countries rely on Verint solutions to perform more effectively, build competitive advantage and enhance the security of people, facilities and infrastructure. Visit us at our website www.verint.com.

This press release contains "forward-looking statements" within the meaning of the Private Securities Litigation Reform Act of 1995, including statements regarding expectations, predictions, views, opportunities, plans, strategies, beliefs, and statements of similar effect relating to Verint Systems Inc. These forward-looking statements are not guarantees of future performance and they are based on management's expectations that involve a number of risks and uncertainties, any of which could cause actual results to differ materially from those expressed in or implied by the forward-looking statements. For a detailed discussion of these risk factors, see the Company's Current Report on Form 8-K filed with the Securities and Exchange Commission on September 10, 2007, as supplemented by our Current Reports on Form 8-K filed on November 5, 2007, January 16, 2008, and April 9, 2008. The forward-looking statements contained in this press release are made as of the date of this press release and, except as required by law, the Company assumes no obligation to update or revise them or to provide reasons why actual results may differ.

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