

Conversational AI for Citizen Engagement



Government agencies at every level are turning to Conversational AI and intelligent virtual assistants (IVAs) to accelerate innovation, scale demand, and modernize the citizen experience.

Overview & Capabilities

DESIGN THE INTERACTION + EXPERIENCE

Extensive AI-powered tools guarantee you can design, deliver and validate the experience your users want and your organization needs.

EXPAND + ENRICH INTELLIGENCE

The Alme AI platform serves as the glue for records, third-party services, APIs and connectors, personalizing the user's experience from bots to the mobile web and everything in between.

UNDERSTANDING

Verint Next IT's large install base in complex enterprise and public sector environments means you get experience and deep domain intelligence, managed efficiently by your agency experts.

Benefits

- Answers questions that citizens would normally call or email for, saving millions in service costs
- Deep product and policy knowledge saves a user's valuable time, increasing satisfaction
- Dynamically integrates into users' accounts, offering highly accurate, personalized information
- Can offer cost estimates, policy information and product comparisons
- Leverages insights to evolve with changing user demographics, policies and procedures.

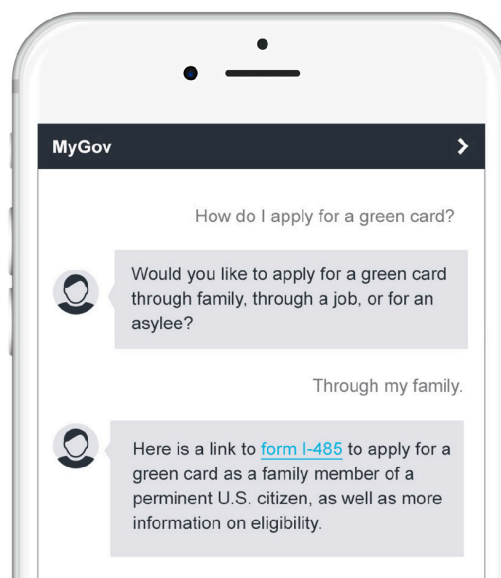
Public Sector Client Results:

1 million +
customer questions
answered per month

88%
reduction
in live chat volume

IVA does the
work of 55
full time employees

130% increase
in engagement with
targeted audiences



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Next IT is a Verint Company. We provide a suite of artificial intelligence (AI) products and conversational AI solutions that deliver best-in-class Intelligent Virtual Assistants (IVAs) focused on improving customer experience, boosting revenue and lowering costs for the Global 5000.

Next IT supports Enterprise intelligence and automation initiatives by delivering real-time, contextual, and secure, automated conversations for customer and workforce engagement, across any digital and voice channel.

Next IT is headquartered in Spokane Valley, Washington. Visit www.NextIT.com to learn more.



**Get Started with
Conversational AI Today.**
Visit NextIT.com

We unlock the value of human relationships with the power of AI

Our customers and strategic partners use our technology to build business-first AI solutions that put them a step ahead of their competition. By combining our proven platform with advanced conversation intelligence and experience toolsets spanning natural language understanding (NLU), natural language generation (NLG), machine learning, and conversation analysis, we ensure that every enterprise succeeds with AI now and in the future.

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