

The Intelligent Interface for Workforce Support in Finance

An Alme® intelligent assistant for workforce support in finance streamlines practices and processes to give employees fast access to the tools they need most, ensuring customers get the efficient and effective service they expect.

Overview & Capabilities

Design the Interaction + Experience

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

Expand + Enrich Intelligence

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

Understanding

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

Benefits

- Engages with employee profiles, allowing for personalized responses and insight for customer service representatives
- Integrates with any third-party app or service, creating a one-stop-shop work center for employees
- Saves thousands of hours of billable time by understanding what the user needs before they know they need it
- Analyzes company assets, enabling a comprehensive knowledge of any and all products and services

Real Results from Real Clients

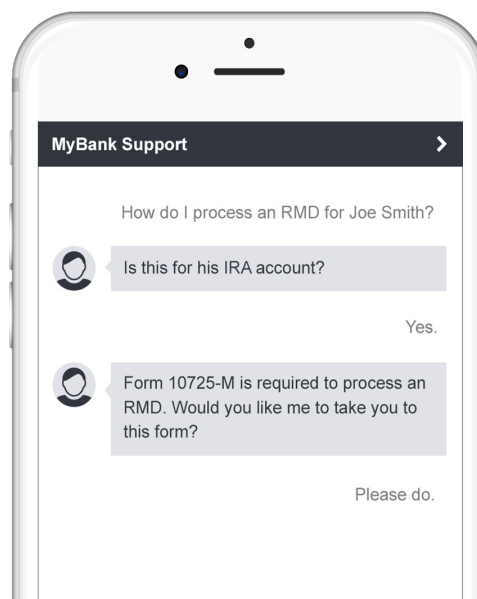
25,000+ questions per day answered

90%+ adoption rate among target user groups

3,000+ comprehensive knowledge of over 3,000 products

\$1M+ cost savings in one year attributed to reduction in "how-to" calls

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next IT



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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.

The Customer Engagement Company™

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