



WITNESS ACTIONABLE SOLUTIONS®

Press Release

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Verint Witness Actionable Solutions Recognized for Product Satisfaction and Market Impact

Company's Impact 360 Workforce Optimization Software Earns Top Marks in Recent Analyst Reports for Ease of Use, Product Quality and Portfolio Depth

MELVILLE, N.Y., March 4, 2010 – Verint® Systems Inc. today announced that recent industry analyst studies have recognized Verint® Witness Actionable Solutions® as a leader across a range of categories, including product satisfaction, portfolio depth and breadth, and market impact—underscoring both the quality of its next-generation Impact 360® suite and the innovation of its workforce optimization (WFO) solutions.

Excelling in Product/Solution Satisfaction

Verint's Impact 360 Workforce Optimization software received a perfect rating—a score of 5 out of 5—for product satisfaction in the *2009-2010 Quality Management/Liability Recording (WFO) Product and Market Report* from analyst firm DMG Consulting. Results were determined after surveying a sample of Verint's customer base on product functionality and depth. According to the report, the perfect score indicates that customers are “completely satisfied” with the solution.

In the *2009-2010 Speech Analytics Market Report*, also published by DMG Consulting, Verint received the highest issued rating—4.67 out of 5—in the product satisfaction category for its Impact 360 Speech Analytics solution. And, in a third industry report by the firm entitled *2009 Contact Center Surveying/Feedback and Analytics Market Report*, Verint again received 4.67 out of 5—the highest score published—for product/solution satisfaction.

“Retaining customers is an important goal for all enterprises in good times, and becomes critical in tough economic times,” explains Donna Fluss, president, DMG Consulting. “Both speech analytics and surveying solutions take customer information and make it actionable, helping organizations improve customer loyalty and retention, increase sales and reduce costs.”

Achieving the Highest Market Impact

Verint scored the highest overall market impact score in the *Decision Matrix: Selecting a Contact Center Analytics Vendor* from Ovum (a Datamonitor Company). The company achieved top scores for recognition by customers as a leading vendor, as well as for having broad geographical and vertical reach.

The study also highlighted Verint's strong technical abilities. In the technical assessment radars, it achieved the highest scores for integration, vendor strategy, solution maturity, and features and functionality. Another set of criterion, end-user sentiment, yielded positive gains as well, where Verint was recognized for product quality, portfolio depth and vertical specialization, along with services capabilities.

"These analyses of the dynamic solutions that comprise the analytics sector within the workforce optimization market point to exciting advancements, including how solutions like these help organizations address critical business needs, such as improving operational effectiveness, reducing costs and uncovering new revenue opportunities. This industry recognition reinforces Verint's visionary reputation while solidifying our solutions as a safe choice in both up and down economies," says Nancy Treaster, senior vice president and general manager, Verint Witness Actionable Solutions. "Our thousands of customers worldwide across contact centers, branch and back-office operations deploy the Impact 360 solutions to provide vital intelligence—which when put into action can yield dramatic results in workforce performance, revenue generation, cost containment and customer experiences."

About Verint Witness Actionable Solutions

Verint® Witness Actionable Solutions® is the leader in workforce optimization software and services. 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, eLearning and coaching. Impact 360 helps 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. is a global leader in Actionable Intelligence® solutions and value-added services. Our solutions enable organizations of all sizes to make timely and effective decisions to improve enterprise performance and make the world a safer place. More than 10,000 organizations in over 150 countries—including over 80 percent of the Fortune 100—use Verint solutions to capture, distill, and analyze complex and underused information sources, such as voice, video, and unstructured text. Headquartered in Melville, New York, we support our customers around the globe directly and with an extensive network of selling and support partners. 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, April 9, 2008 and February 3, 2010. 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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