



Witness Actionable Solutions

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**AutoTrader.com Named “Innovator of the Year” During Verint Systems’ 2008 Customer Conference**

**Michael Boyt Honored for Leveraging Impact 360 Workforce Management to Improve Contact Center Operations**

**MELVILLE, NY June 11, 2008 – Verint Systems Inc.** today announced that AutoTrader.com, a leading Internet auto classifieds marketplace and consumer information website, has been named its 2008 “Innovator of the Year.”

Honored during Verint’s 12<sup>th</sup> annual user conference was AutoTrader.com’s Michael Boyt. As senior forecaster and capacity planning analyst, Boyt was nominated and is being recognized for introducing solutions and processes that have supported the company in optimizing workforce performance, introducing new efficiency gains, and aligning resources in support of both customer needs and operational requirements. The Innovator of the Year honor is designed to recognize workforce optimization practitioners focused on new approaches to today’s business challenges, along with initiatives that drive revenue, heighten employee morale and enhance the customer experience.

With almost four million vehicle listings posted to its site, AutoTrader.com is focused on being the ultimate automotive marketplace for buying and selling new, used and certified pre-owned automobiles. The company works to provide consumers with more control of the buying process. Taking an information-oriented approach, complete with its decision tools in Research & Compare, the company helps consumers find the vehicles that align with their needs.

In support of AutoTrader.com’s growing customer base, Boyt and his team developed and implemented a program that leverages the Impact 360<sup>®</sup> Workforce Management solution from the Verint<sup>®</sup> Witness Actionable Solutions<sup>™</sup> business line. His approach to forecasting and scheduling has helped the company identify peak call times, allowing supervisors to schedule team meetings, training and community service during periods when call volume has decreased. AutoTrader.com also leverages the software’s shift bidding and time off manager functionality – features that its agents have favorably responded to.

With two sides to the business – managing sales from automotive dealerships and private sellers – AutoTrader.com has experienced impressive improvements tied to its workforce management implementation. Under Boyt’s guidance, the team leveraged Impact 360 Workforce Management to successfully manage a 400 percent growth in AutoTrader.com’s Private Seller Services call volume as the business centralized support into two call centers. The group now handles over 25,000 calls per week from private sellers and buyers and maintains under a two percent

abandon rate. Further, Boyt and his team have helped reduce costs by staffing appropriately to meet workloads, in addition to driving business growth, and improving employee satisfaction and retention.

"AutoTrader.com is dedicated to providing our customers with a quality service experience that exceeds expectations while also providing flexible work options and continued training to our employees. Our workforce management solution has allowed us to accomplish both of these goals with expert planning and staffing for ever changing contact volumes," says Alan Smith, vice president of customer operations, AutoTrader.com. "We're very pleased that Michael has been recognized as Innovator of the Year for his contribution in maximizing the use of our technology investments and applying their value within our operations."

### **About *Driving Innovation***

*Driving Innovation* addresses the evolution of today's contact centers, branch and back-office operations in support of the customer experience; the critical roles each play within their organizations; and the trends and opportunities that lie ahead. The highly anticipated, interactive annual event provides an in-depth look at the workforce optimization (WFO) market and the solutions and practices that continue to drive its ongoing success – focusing on WFO as a whole, as well as the individual components that comprise it: quality monitoring/call recording, eLearning, workforce management, performance management and eLearning. It also highlights technology advancements and newer market solutions making a big impact, such as VoIP, customer feedback surveys and speech analytics. At its core, *Driving Innovation* highlights winning strategies to ensure service-level excellence – all while maximizing technology investments to achieve key business and customer goals both inside and outside the contact center.

### **About AutoTrader**

AutoTrader.com, created in 1997 and headquartered in Atlanta, Ga., is the Internet's leading auto classifieds marketplace and consumer information website. AutoTrader.com aggregates in a single location more than 3 million vehicle listings from 40,000 dealers and 250,000 private owners, which provide the largest selection of vehicles attracting more than 13 million qualified buyers each month. Through innovative merchandising products such as multiple photos and comprehensive search functionality, AutoTrader.com unites buyer and seller online – dramatically improving the way people research, locate and advertise vehicles.

AutoTrader.com is a majority-owned subsidiary of Cox Enterprises. The venture capital firm Kleiner Perkins Caufield & Byers is also an investor. For more information, please visit [www.autotrader.com](http://www.autotrader.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](http://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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