



WITNESS ACTIONABLE SOLUTIONS®

Press Release

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Verint Witness Actionable Solutions' Workforce Optimization Software Gains Certified Status with Avaya Aura™

MELVILLE, N.Y., January 11, 2010 — Verint® Systems Inc. today announced that its Impact 360® Workforce Optimization solution has received certified status with key contact center solutions from Avaya, a leading global provider of business communications applications, systems and services. The solution was successfully tested by Avaya in September 2009 for compatibility with Avaya Aura™ Communication Manager 5.2, an extensible IP telephony platform for enterprises. It has also been tested with the enhanced telephony APIs, protocols and Web services of Avaya Aura Application Enablement Services 4.2, which provides access to the powerful call processing, media and administrative features available in Avaya Aura Communication Manager.

Impact 360, from Verint® Witness Actionable Solutions®, is a unified suite comprised of workforce optimization solutions that include quality monitoring and call recording, workforce management, analytics, performance management, eLearning and coaching. Designed to help today's customer-centric enterprises meet and exceed their sales, service and operations goals—from the contact center, to branch and remote offices, to back-office operations departments—Impact 360 helps uncover business trends, discover the root cause of employee and customer behavior, and power the right decisions to help ensure service excellence and achieve continuous performance improvement across all aspects of customer care operations.

"Avaya's close working relationship with Verint has afforded both companies new efficiencies through the certification testing of Avaya Aura products with Impact 360," says Chris McGugan, vice president, products and marketing, Avaya Contact Center Solutions. "The result is a high level of integration and strong synergies between the product lines."

"We are pleased to have completed Avaya Aura certification testing. Through our deep integration, Avaya Aura customers can take full advantage of Impact 360 Workforce Optimization to provide unified applications on Avaya's unified communications platform," adds John Bourne, senior vice president, global channels and alliances, Verint Witness Actionable Solutions.

Verint Witness Actionable Solutions is a member of the Avaya DevConnect Program, an initiative to develop, market and sell innovative third-party products that interoperate with Avaya technology and extend the value of a company's investment in its network. As a platinum member of the program, Verint is eligible to submit products for compatibility testing by the Avaya Solution Interoperability and Test Lab in Basking Ridge, N.J. There, a team of Avaya engineers develops a comprehensive test plan for each application to verify whether it is Avaya compliant. Doing so ensures businesses can confidently add best-in-class capabilities to their network without having to replace their existing infrastructure—speeding deployment of new applications and reducing both network complexity and implementation costs.

About Verint Witness Actionable Solutions

Verint® Witness Actionable Solutions® is the leader in analytics-driven 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.

About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information, please visit www.avaya.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 and the Form NT-10Q filed on December 10, 2009. 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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