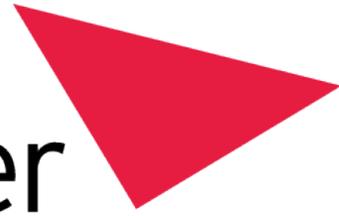


Edinburgh Napier
UNIVERSITY



VERINT®

A KTP Journey

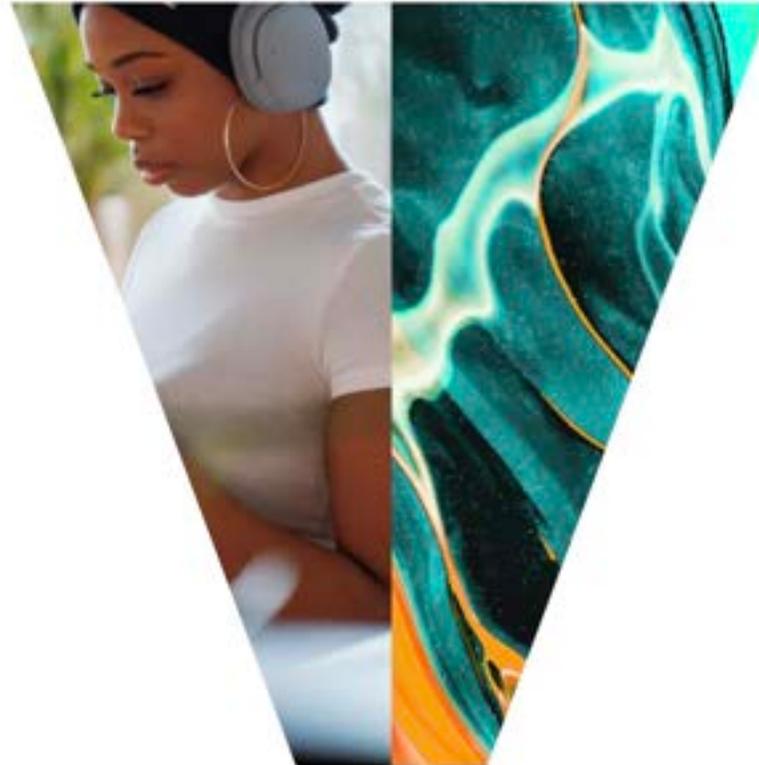
Prof. Emma Hart and Grant Anderson

The first
steps...

sicsa* The Scottish Informatics &
Computer Science Alliance



VERINT.



Google

Humana

lyft



Customer Success Stories

Digital-First Engagement

- Drive personalized, proactive connections on a customer's channel of choice
- Automate interactions and improve key metrics while elevating customer experience
- Combine a workforce of humans and bots seamlessly with engagement orchestration
- Harness data to drive insights and action with Verint Da Vinci AI and Analytics

Our Digital-First Engagement Customers

alight

BRITISH AIRWAYS

iag



Microsoft

Tollast



Conversational AI

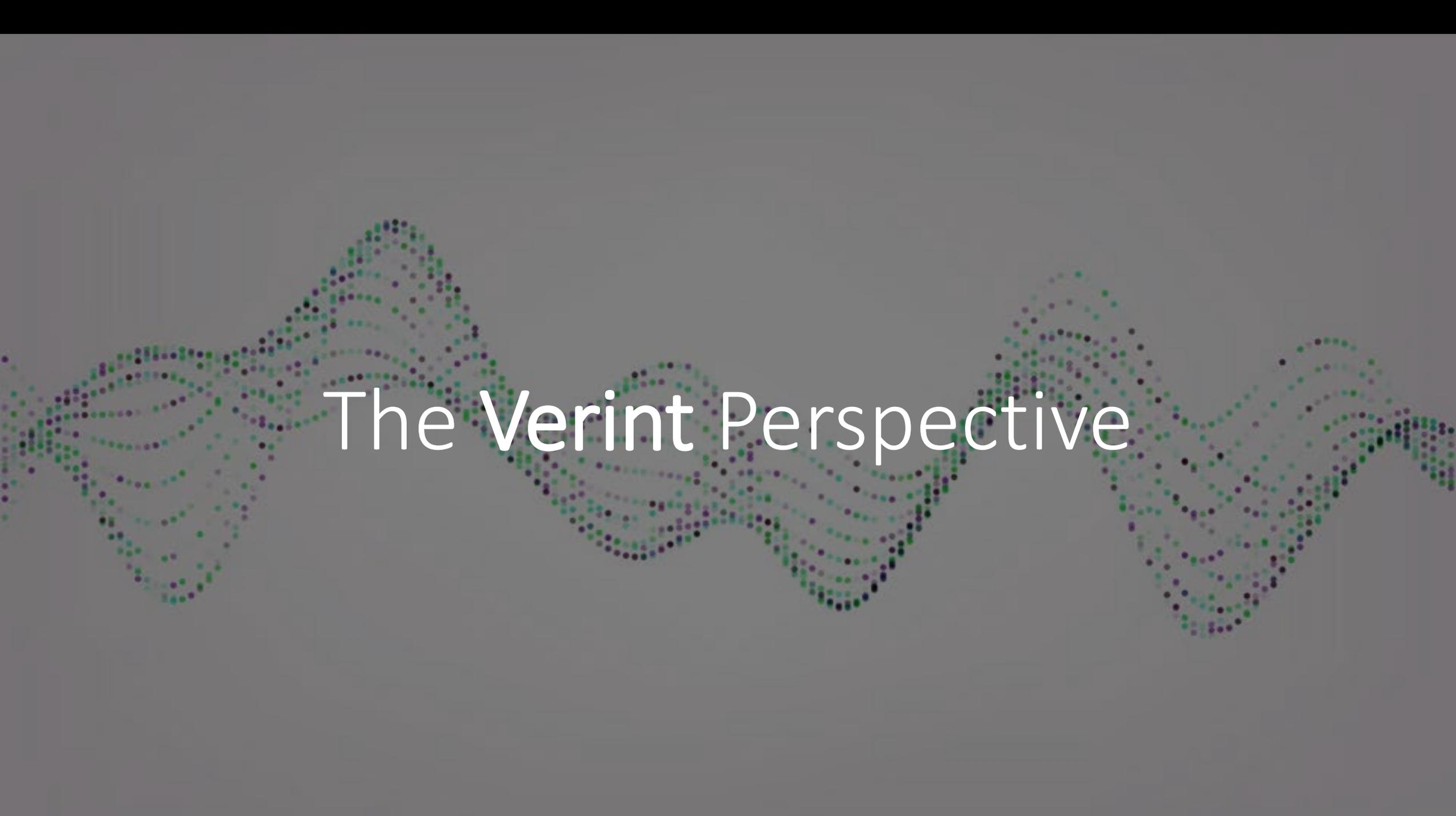
- Leading-edge natural language processing, machine learning, and robust intent understanding to deliver human-like interactions. Verint Intelligent Virtual Assistant (IVA) powers personalized digital and voice interactions.
- Deploy AI-powered IVAs and chatbots for next-generation self-service
- Engage customers and employees via text, voice, and digital channels
- Benefit from one of the industry's largest natural language understanding intent libraries



Knowledge Management

- Verint Knowledge Management connects your company, customers, and bots with easy-to-use knowledge. Deliver accurate, compliant, and consistent answers in real time across multiple touchpoints.
- Find up to date information using everyday language
- See relevant knowledge without even having to search
- Anticipate what both customers and employees want, while also predicting what they're going to ask

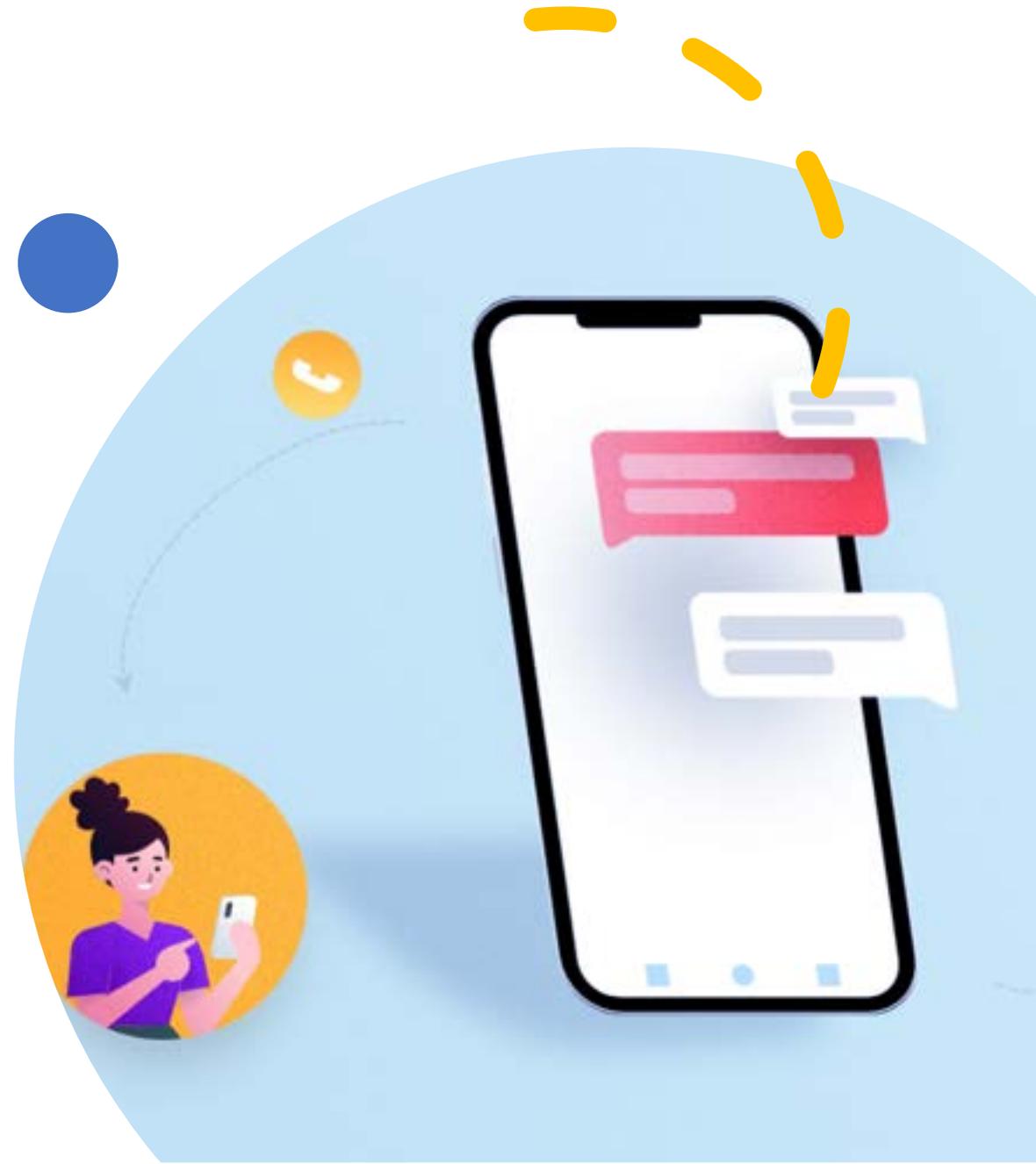




The Verint Perspective

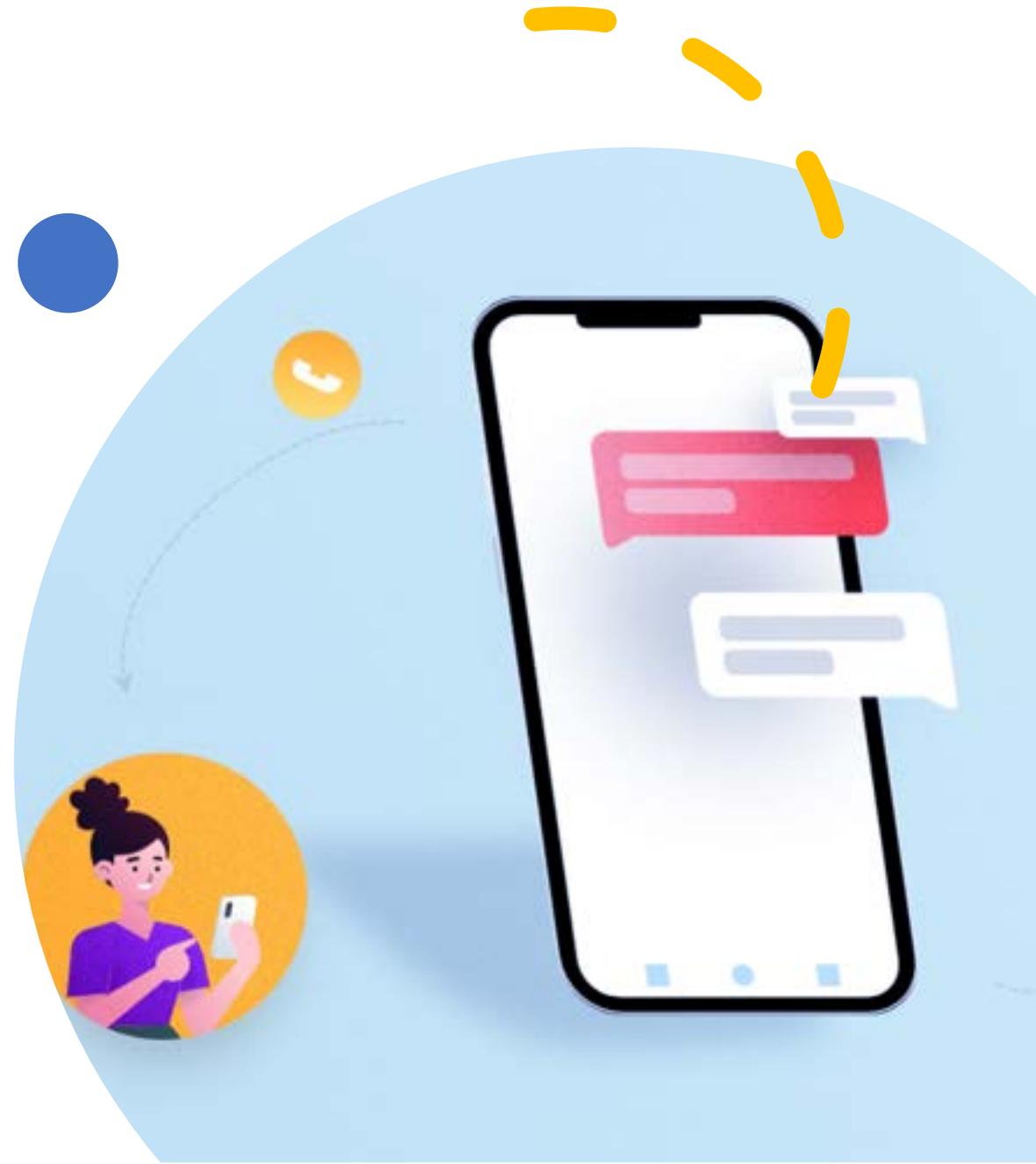
Objectives: Agent Assistance via AI

- Develop prediction technique to inform agent of next appropriate action during an interaction
- Develop a multi-label classifier for interaction wrap-up assistance.
- Work with the Intelligent Virtual Assistant (IVA) groups to analyse failures of the IVAs and discover solutions to these failures.



Achievements (Verint)

- Delivering a new AI/ML based feature into the existing product
- Laying the groundwork for additional features based on similar approaches
- Establishing the patterns for ML Ops - running the training and prediction in production
- To obtain a broad awareness of modern AI techniques to a broad part of the company.
- Helping establish an AI lab within the company.



Feedback from Verint

The KTP has greatly increased the knowledge of AI techniques across the whole group. Prior to the KTP the engineers working on the EO product had very limited skills around AI.

The new ML feature will impact the efficiency of our end customers. Although it might only save a few seconds per call, at the volumes typical of our customers this can be significant.

Individual developers take value from having technology added to their skill set.

The incorporation of visible AI features within our product offering is important to maintain the product's position in the market.

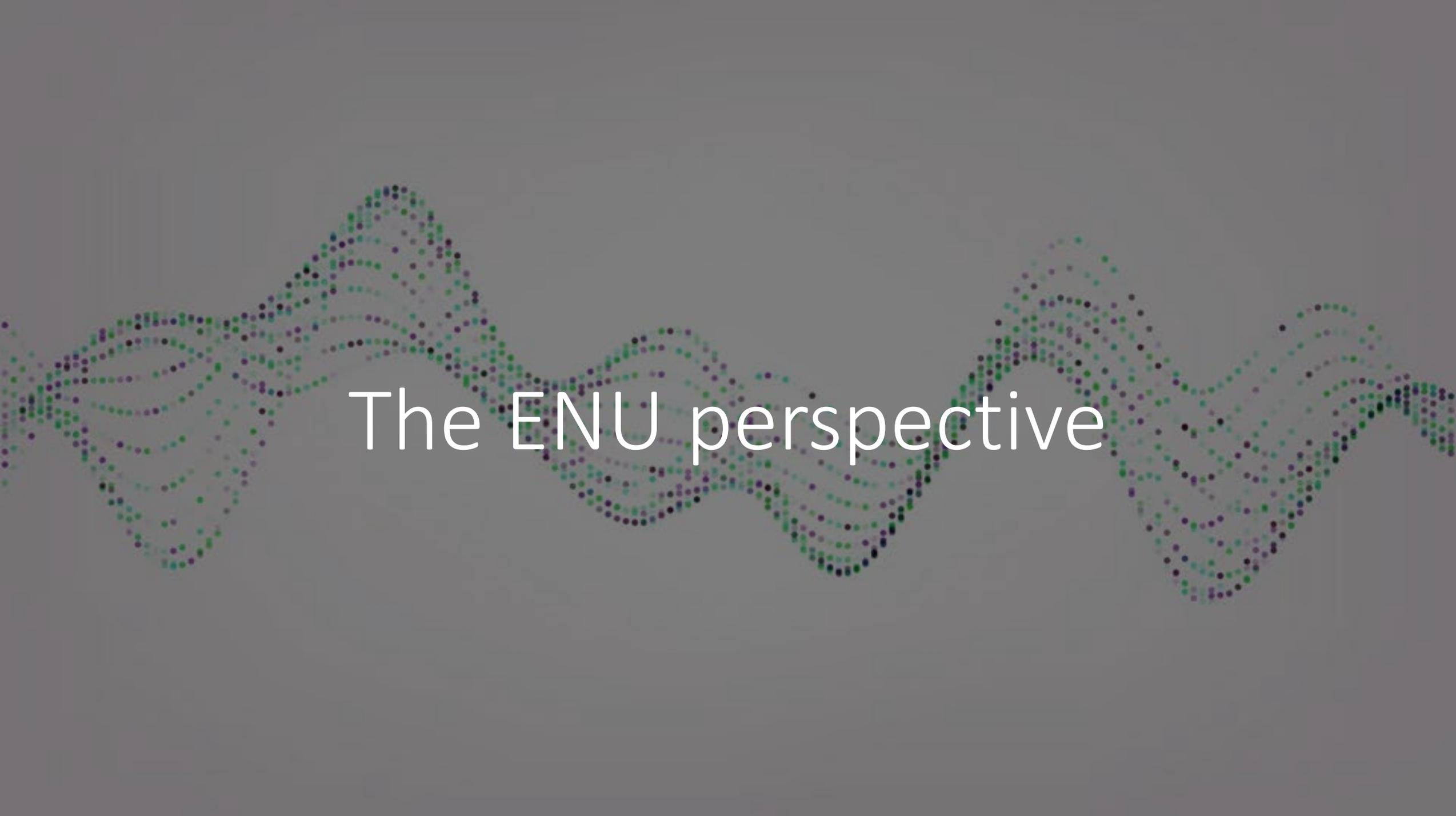
Did the
experience of
KTP match
your
expectations?



Our KTP experience has been very positive. We would do a similar project again without hesitation.



The processes established to transfer the knowledge, taking members of our existing development team and having them implement the production code, seemed to work well.



The ENU perspective

KTP

Associate =
PhD student



New
knowledge has
influenced our
own research



Knowledge of
using ML in a
production
environment
has informed
teaching



Opportunities for other ENU staff to engage with the company

A number of staff (not involved in the KTP) gave invited talks in a Verint seminar series:

- Optimisation
- Reinforcement learning
- Natural Language Generation





The Associate perspective

Development Opportunities of the Role

The role itself comes with a lot of development opportunities:

- Project Management
- Communication/Presentation
- Stakeholder Management
- KTP Residential Modules



Development Budget

A dedicated budget for Associate development:

- KTP Residential Modules (CMI Level 5 in Mgmt & Leadership)
- Advanced Machine Learning
- Machine Learning Ops
- PRINCE2 Foundation & Practitioner
- BSC Foundation Certification in Business Analysis
- KTN Innovation Strategy Course



PhD

Opportunity to enroll on PhD with ENU:

- Complement the work at Verint
- Balancing the workload
- Poster presentation @ YRRSDS 2021
- Conferences
- Open Intent Discovery
- Fully funded



Job Offer

Accepted position with Verint:

- Two job offers!
- Now a Research Scientist in a dedicated ML research team
- Continuing PhD
- WFH
- Verint gained an experienced employee



Final Thoughts

- KTPs are a unique role
- Career making
- Not without challenges
- Lots of support available
- Would certainly recommend the programme to others

