



## **Press Release**

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## **Verint Systems Awarded 2002 "Product of the Year" By Technology Marketing Corporation's Customer Inter@ction Solutions® Magazine**

### ***ULTRA IntelliMiner Selected For Its Innovation and Business Value***

**WOODBURY, NY, January 06, 2003** -- Verint Systems Inc. (NASDAQ: VRNT), a leading provider of analytic software solutions for communications interception, digital video security and surveillance, and enterprise business intelligence, today announced that Technology Marketing Corporation's (TMC™) *Customer Inter@ction Solutions*® magazine, has named Verint's ULTRA IntelliMiner as a Product of the Year winner for 2002. *Customer Inter@ction Solutions*® has been the premier publication in the CRM, call center and teleservices industries since 1982.

ULTRA™ IntelliMiner is an advanced analytical solution that uses next-generation data mining techniques to identify hidden, often counter-intuitive trends within a large volume of recorded customer interactions and automatically delivers actionable intelligence to decision makers across the enterprise. IntelliMiner pinpoints cause/effect relationships not readily apparent in statistical data, reducing reliance on highly trained information analysts and complex, manually driven data delivery systems. The intelligence generated by IntelliMiner can help the enterprise build sound performance guidelines that ultimately increase efficiency, lower costs, and deliver a better customer experience.

"We are very proud that ULTRA IntelliMiner has been honored as Product of the Year," said Dan Bodner, Verint's CEO and President. "This award reinforces our position that forward-thinking companies want to extract more value from their customer interactions and affect change within their organizations by leveraging the actionable intelligence often buried in the data. IntelliMiner is designed to help enterprises cost effectively leverage their recorded customer interactions to improve business performance, maximize revenue-generating opportunities, and realize a greater return on investment from their recording systems and contact center activities."

"Verint is a clear leader in the Intelligent Recording sector. We're proud to reward their hard work and innovation with a Product of the Year Award for 2002," said Nadji Tehrani, Chairman of TMC and Founder of *Customer Inter@ction Solutions*®.

A full list of Product of the Year winners will appear in the January issue of *Customer Inter@ction Solutions*® magazine.

### **About TMC™**

Since its inception in 1972, Technology Marketing Corporation (TMC®) has produced industry-leading trade magazines and events focused on technology and communications. TMC® publishes Customer Inter@ction Solutions™ and Internet Telephony®, and the online publications, TMCnet.com®, Planet PDA™ Magazine, BiometriTech™ and Alternative Power™. TMC® produces BiometriTech™ Conference, INTERNET TELEPHONY® Conference & EXPO; Planet PDA™: The Enterprise PDA Event; and The Global Call Center Outsourcing Summit™. TMCnet™.com publishes more than 25 topical online newsletters. For more information about TMC®, visit its Web site at [www.tmcnet.com](http://www.tmcnet.com).

### **About Verint Systems Inc.**

Verint Systems Inc., headquartered in Woodbury, New York, is a leading provider of analytic solutions for communications interception, digital video security and surveillance, and enterprise business intelligence. Verint software, which is used by over 800 organizations in over 50 countries worldwide, generates actionable intelligence through the collection, retention and analysis of voice, fax, video, email, Internet and data transmissions from multiple communications networks. Verint is a subsidiary of Converse Technology Inc. (NASDAQ: CMVT). Visit us at our website [www.verintsystems.com](http://www.verintsystems.com).

*Note: Certain statements concerning Verint's future results or prospects are "forward-looking statements" under the Private Securities Litigation Reform Act of 1995. There can be no assurances that forward-looking statements will be achieved, and actual results could differ materially from forecasts and estimates. Important factors that could cause actual results to differ materially include: changes in the demand for Verint's products; changes in capital spending among Verint's current and prospective customers; the risks associated with the sale of large, complex, high-capacity systems and with new product introductions as well as the uncertainty of customer acceptance of these new or enhanced products from either Verint or its competition; Verint's lengthy and variable sales cycle makes it difficult to predict operating results; risks that Verint's intellectual property rights may not be adequate to protect its business; risks associated with rapidly changing technology and the ability of Verint to introduce new products on a timely and cost-effective basis; risks associated with changes in the competitive or regulatory environment in which Verint operates; risks associated with holding a large portion of assets in cash and equivalents and the reduction of prevailing interest rates; risks associated with significant foreign operations and international sales and investment activities, including fluctuations in foreign currency exchange rates, interest rates, and valuations of public and private equity; the volatility of macroeconomic and industry conditions and the international marketplace; risks associated with Verint's ability to retain existing personnel and recruit and retain qualified personnel; and other risks described in filings with the Securities and Exchange Commission. These risks and uncertainties, as well as others, are discussed in greater detail in the filings of Verint with the Securities and Exchange Commission, including Verint's most recent Quarterly Report on Form 10-Q. All documents are available through the SEC's Electronic Data Gathering Analysis and Retrieval system (EDGAR) at [www.sec.gov](http://www.sec.gov) or from Verint's website at [www.verintsystems.com](http://www.verintsystems.com). Verint makes no commitment to revise or update any forward-looking statements in order to reflect events or circumstances after the date any such statement is made.*

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