Encore Desktop Analytics
Leverage Metadata from Desktop Applications

DVSAnalytics

Encore® Desktop Analytics expands actionable insights for contact centers based on data from CRM or front-office applications, and categorizes recordings for targeted coaching opportunities.

Encore Desktop Analytics is a family of applications that adds searchable data to recorded interactions. These applications include Encore eCapture, ePause, Agent Assist, a pre-configured integration with Salesforce, and Web API. Each application is described in further detail below.

Encore eCapture

Easily Find Specific Customer Conversations

Using Encore eCapture, data such as customer or patient ID, call result and support ticket number, can be automatically captured from desktop applications, such as CRM systems, and saved into fields in recording files. Using this valuable metadata, Encore helps you:

- Easily Find Specific Customer Conversations
- Link Related Calls
- Focus on Recorded Interactions that Matter
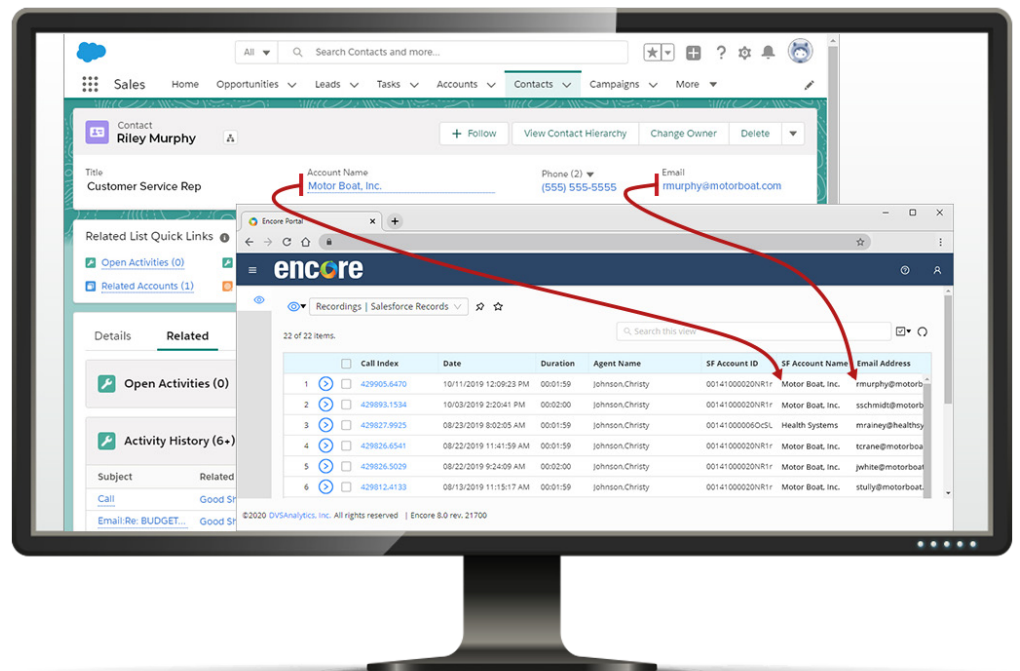
Connect with Post-Contact Survey

Capture the voice of the customer directly after an interaction concludes with Post-Contact Surveys. This actionable intelligence provides valuable insight to advance the customer experience and improve the quality of service.

Protect Sensitive Information

Encore eCapture protects sensitive data such as credit card numbers, protected health information and more. eCapture can send commands to pause recordings during the collection of this data, and then resume recording for the remainder of the conversation. This allows for retention, analysis and evaluation of recordings while maintaining compliance with PCI, HIPAA, etc.

HIGHLIGHTS

- Capture unlimited data from the desktop

- Quickly access calls associated with a specific customer

- Pause and resume prevents recording of sensitive information

- Pre-built integration with Salesforce

Encore ePause

Automatically pause recordings when agents navigate to unique web pages or URL addresses to prevent the recording of sensitive information. Designed with a quick and easy configuration interface, no professional services are required to set up ePause.

Encore Agent Assist

If your organization allows agents to record on demand, or pause and resume interaction recording, Encore Agent Assist is a terrific option. Agents can add data to the recording to assist with future search and retrieval. With minimal investment, Encore Agent Assist is quick and easy to configure.

Encore + Salesforce

Encore provides a pre-built application for capturing data from Salesforce that requires little or no configuration. Encore Salesforce Desktop Analytics automatically captures the account name, account number and email address, and saves them to the recording file. With minimal investment, unlimited additional fields can be captured.

Encore Web API

Customers that wish to develop their own integration with Encore can use the Encore Web API. Free with every Encore system, the Web API can be programmed to send start/stop events and capture data from third-party software. This method does not require additional Encore licenses.

Encore

Designed to simplify contact center management's daily workload, ensure a positive customer experience, maximize employee engagement and deliver analytics-enabled insights into customer interactions.

CALL OR EMAIL TO SCHEDULE A DEMO

(480) 538-7750
sales@dvsanalytics.com

DVSAnalytics

Phone: 480.538.2020

Email: info@dvsanalytics.com

dvsanalytics.com