

Encore Gamification

Automated Management of Performance-Based Contests & Rewards



It's no secret that contests are effective motivators, but most who have administered these events also know the time and attention they require. Encore® Gamification is the automation of performance-based contests and rewards. Redefining the way contests and rewards are managed makes agent motivation an attainable, valuable supplement to the quality management process.

Automated Management

Managers can organize performance-based contests and motivate agents by using Encore Gamification to automate and manage goals, participants, time frames, ranks, and even rewards. Contest progress is continually updated on the contest widget, showing top placing agents on leaderboards, and privately, individual standings relative to the group. Contest reward points are automatically deposited into agents' reward banks for future prize redemption.

Simple Setup

Setting up contests and rewards is easy. In one short session, managers define all the contest parameters: which metric to use, participating agents, time frame, winning placements, and reward point values. Encore then manages the contest to completion.

Contest: December Quiz Score Contest

Active

Name: December Quiz Score Contest

Description: December Quiz Score Contest

Report to use for contest: December Quiz Score Ranking Date Range: 12/1/2018 - 12/31/2018 Participants: 9

How are reward points given? By rank By goal Positions receiving points: 4

Rank Order: Highest Average By goal

Dashboard for contest widget: My Dashboard

Email start and stop notifications to all participants

Email participants when their position changes Immediately Once a day 5 : 00 AM PM

Email results to owner when contest ends

Remove contest widget from dashboard: 0 days after contest ends

Leaderboard

The leaderboard is an automated dashboard widget that illustrates agent standings during contests. Here, managers and agents can see the active contest's timeframe and current leaders, complete with their associated scores, rank, and reward points. Leaderboards update real-time throughout the duration of the contest. Agents who do not currently place on the leaderboard can also view their current score and rank relative to the entire competing group.

At the contest's conclusion, Encore automatically deposits reward points to the respective winners. The leaderboard can continue to display the dashboard for a designated period after the contest has closed, for additional contest winner recognition.

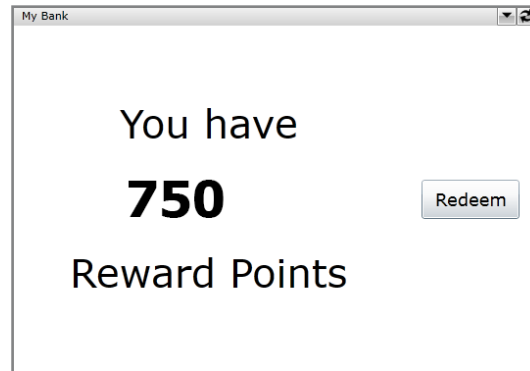
Name	Score	Rank	Points
Teresa Ramirez	86.0	1	1000
Kevin Key	85.3	2	750
Peter Lindell	78.3	3	500
Sue Wilbur	78.0	4	250

HIGHLIGHTS

- › Encore Gamification makes it easy to motivate agents by automating the creation and management of performance-based contests and rewards
- › Contests are set up to run by completing parameters within Encore
- › Encore's leaderboards display the contest's real-time standings, so all agents know their performance relative to the group
- › Encore delivers and saves reward points for each agent in the My Bank widget, where agents can redeem prizes

My Bank

The My Bank widget is viewable on the dashboards of all agents who participate in contests. As contests are won, Encore automatically deposits reward points into agents' banks. Here, agents can save their reward points, track balances, and redeem points for prizes, all within Encore. Prizes and their respective values are user-defined, and can vary based on what resonates best with the team, availability, budget, and more. When agents click Redeem from their banks, all prizes and associated point values are listed for redemption and/or to motivate agents toward long-term goals.



Encore

Designed to improve the customer experience, maximize employee engagement, and deliver analytics-enabled insights into customer interactions and contact center operations.

Call 480-538-7750 or email Sales@DVSAanalytics.com to schedule a live demo.

DVSAanalytics Inc. (DVS) workforce optimization and engagement management solutions (WFO/WEM) are designed to improve the customer experience and maximize employee engagement and productivity by offering analytics-enabled insights into customer interactions and contact center operations. The Encore® WFO/WEM suite includes interaction recording, analytics, quality and performance management, workforce management, reporting, and a powerful set of employee engagement capabilities. The company is headquartered in Scottsdale, Arizona. Learn more at www.DVSAanalytics.com or follow DVS on LinkedIn, Twitter and Facebook.



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