

# Company Overview

Experienced, Proven, Innovative



DVSAnalytics has been successfully delivering software that optimizes the performance of contact centers, across all industries, for over 35 years. DVSAnalytics Workforce Optimization software improves the customer experience, boosts agent performance, maintains regulatory compliance, and delivers analytics-enabled insights into customer interactions and contact center operations.

## Our Mission

DVSAnalytics' mission is to provide an effortless customer experience. We consistently invest in our people, our customers and our partners.

## Our People

DVSAnalytics is driven by dedicated professionals with hundreds of combined years of experience – technology innovators and industry veterans – who apply their expertise to the critical business challenges faced by our customers and partners.

Our success is powered by a committed and passionate team, along with a working environment that fosters accountability, customer advocacy, honesty, innovation, loyalty, passion, respect, self-improvement and teamwork. These nine core DVSAnalytics values shape the way we do business with our customers, our partners and each other.

## Our Customers

We invest in our customers by ensuring they are equipped with the knowledge to make optimum use of DVS' workforce optimization software. Post implementation of a new solution, we reach out for a 90-day checkup and assist with optimizing the use of the software.

We also understand ongoing training needs due to changing roles in their companies or readiness to use portions of the application not previously required. For these and many other reasons, we invest in complimentary ongoing training, either custom or via our regularly scheduled monthly on-line classes.

With a high degree of customer satisfaction, we successfully serve the needs of healthcare organizations, financial institutions, government agencies and contact centers across all industries.

## HIGHLIGHTS

- 35+ years of success
- Dedicated to an effortless customer experience
- 9 core values drive the way we do business
- Investments in our customers and partners
- All business decisions based upon creating value

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 @dvsanalytics

 DVSAnalytics, Inc.

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## Our Partners

Our partners, who are also our customers, are a critical link in helping provide an effortless customer experience. Therefore, we strive to likewise deliver an effortless experience to our partners who are serving end user customers. As with end user customers, similar investments are made for our partners in complimentary training and a strong implementation team available at any time to support them.

Additionally, DVS is dedicated to developing seamless integrations with our technology partners.

We invest heavily in interoperability: technology partnerships and development with all the major UC and UCaaS providers. These investments make our customer and partners' lives easier, providing DVSA Analytics a stellar reputation for interoperability with other vendors, and trouble-free installations.

## Our Business

DVSA Analytics is committed to conducting our business with the highest ethical standards. All business decisions are based upon creating value for our customers, partners, employees and shareholders, as well as the communities in which we work.

At DVSA Analytics, we view our corporate responsibility as essential to our success and vital to the way we do business.

From innovative solutions to exceptional support, customers and partners find that doing business with DVSA Analytics is a pleasant and profitable experience.

## 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.**

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DVSA Analytics Inc. (DVS) workforce optimization solutions (WFO) 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. Encore® WFO Solutions include 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.

 **DVSA Analytics**

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