

Case Study



DVSA Analytics Encore[®] Telephonic Signature

INDUSTRY

Government Health and Human Services

LOCATION

State of California

GOAL

Record a "Voice Attestation," a legal Telephonic Signature, that can be sent to the State

The Challenge

The State of California requires county-level Health and Human Services agencies processing telephone applications for Medi-Cal to record a "Voice Attestation" during the application process. This recorded segment must be available to send to the State as requested for legal reasons.

- Record a "Voice Attestation" that can be sent to the State
- Voice Consent must be easy to locate, retrieve and play
- Required the option to trigger the Voice Signature by the recording system
- Voice Signature recordings must be retained for a specific time, separate from the audio recording

The Solution

DVSA Analytics quickly rose to the challenge, meeting the requirement with a new Encore feature: "Telephonic Signature." The key to our solution is the ability to create a separate recording within a recorded call that documents, in this case, the applicant's assent, and is then easily located, retrieved and played. Recording of the voice signature can be triggered manually by the agent using an Encore desktop application, or automatically with our WebAPI or eCapture software.

- The Telephonic Signature has its own unique identifier and storage location for easy retrieval
- The Telephonic Signature can be automatically triggered by the Encore WebAPI or eCapture
- The Telephonic Signature process is invisible to the caller



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Two Implementations

In our first case, a Northern California county was already using Encore to record calls for quality assurance and training purposes. That QM process is unchanged, but now a Telephonic Signature recording is created by the agent at the appropriate point.

To do this, the agent simply clicks a button in the Encore Start/Stop applet which begins a second recording. This second recording has its own unique identifier and storage location, and it can be quickly retrieved and exported whenever necessary. An important side-note is that Encore's built-in tools for HIPAA compliance control access to recordings and program functions to protect this sensitive information.

In our second case, a consortium was formed of 18 county agencies with the singular objective of deploying a Telephonic Signature process that could be used across multiple communications platforms.

They opted to use the Encore WebAPI to automatically trigger the signature recording. With this method, recording begins and ends transparently when the agent processing the Medi-Cal application enters or populates designated fields within a third-party program.

Solutions for Every Need

DVSA Analytics' sales and engineering teams are happy to help you determine the best option to meet your requirements. Whether your objectives are compliance, quality management, dispute resolution or all of the above, Encore provides a robust platform with highly innovative tools and features to meet virtually any recording need.

DVSA Analytics

DVSA Analytics 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.

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