

Licensing & Support

Flexible Licensing; 24x7 Customer Support



DVSAnalytics provides Licensing Options to meet your needs and Customer Support dedicated to resolving your issues quickly and effectively while keeping your systems current with the latest releases.

Licensing Options for Your Unique Needs

On-Premise or in the cloud, Encore® call and screen recording, quality management, desktop and speech analytics, and workforce management solutions are available in three licensing models: Perpetual, Subscription, or Software as a Service (SaaS).

	SaaS	Subscription	Perpetual
License Fees	Monthly	Monthly	One-time Purchase
Flex Licenses	Grow Seasonally		
Software Assurance	Included	Included	Ongoing Annual Fee
Infrastructure Provided	DVS	Customer or Partner	Customer or Partner
Location	DVS Cloud	Data Center or On-Premise	Data Center or On-Premise

Whatever your preference – a Capital Expense (CAPEX) option with the Perpetual license model, or an Operating Expense (OPEX) option with the SaaS or Subscription model – DVSAnalytics deployment choices accommodate your organization’s needs.

Responsive Customer Support

DVSAnalytics Customer Support resolves your issues quickly, ensuring your system remains up-to-date with the latest release. The DVS team is committed to helping your staff maximize your technology investment:

- Unlimited Training available monthly, web-based
- Technical Support available 24x7
- Software Upgrades
- Managed Services (SaaS Only) include: Microsoft Windows® updates, system alert monitoring, configuration changes, database backup and maintenance, new user creation, user deactivation, and user profile changes.

HIGHLIGHTS

- Flexible licensing
- Options for seasonal businesses
- Unlimited monthly, web-based training
- Experienced and responsive support staff

CALL OR EMAIL TO
SCHEDULE A DEMO

(480) 538-7750
sales@dvsanalytics.com

@dvsanalytics

DVSAnalytics, Inc.

www.dvsanalytics.com



Measure What Matters

Encore® from DVSAanalytics is built to help you take millions of recorded customer interactions and turn them into rich business intelligence and insights.

DVSAanalytics
Workforce Optimization Solutions

Gain a competitive edge today!
www.DVSAanalytics.com

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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DVSAanalytics 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.

 **DVSAanalytics**

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