DVSAnalytics for Financial Firms

PCI-Compliant Recording & Analytics for Financial Services

DVSAnalytics

Banks, credit unions, brokerage firms and collection agencies can verify transactions, maintain regulatory compliance and improve customer satisfaction by recording conversations and desktop activity. Understanding the type of customer support your loan officers, customer service representatives, brokers or collectors deliver across multiple channels is the first step toward maximizing revenue opportunities.

Improve Service Quality

Today's US financial services industry is highly competitive; customers who don't feel valued simply take their business elsewhere. Now is the time to ensure the quality of service in your branch offices is top notch and that customers receive the information they need on that initial call.

Document Interactions

DVSAnalytics Encore call recording reliably captures 100% of your interactions. Screen recording helps you understand how your employees interact with customers and identify training opportunities and process improvements. Use Encore to reduce errors, minimize claims and resolve disputes.

Verify Recordings

Quickly find, access and replay the recordings you need for review or verification. Dynamic playlist criteria, such as Customer Name or Account Number, allow you to immediately retrieve the recordings you need.
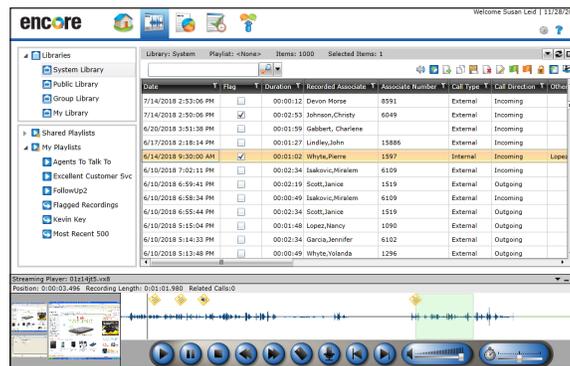
Perform Quality Management

From Encore, monitor and tag recordings, conduct evaluations and provide customer service reps, brokers, collectors and loan officers with immediate feedback. By reviewing customer-employee interactions, the quality of service can be accurately assessed and continuously improved.

Analyze the Customer Experience

DVSAnalytics Business Analytics consolidates data from recordings, the UC platform, desktop applications, and survey analytics to monitor compliance and improve efficiency and customer satisfaction. The business intelligence gathered helps financial institutions deliver better customer service and create more impactful and targeted business strategies. With DVSAnalytics Speech Analytics, flag key phrases, or lack thereof, to zero in on key recordings for review.

HIGHLIGHTS

- Review customer-employee interactions to verify transactions and minimize claims

- Encrypt or prevent recording of sensitive data to protect customers and remain PCI compliant

- Monitor all system and user activity with audit logs

- Identify trends and improve workflow processes

CALL OR EMAIL TO SCHEDULE A DEMO

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Maintain Regulatory Compliance

Financial institutions require reliable call recording solutions that help safeguard sensitive customer data and ensure compliance with various state, federal and regulatory requirements.

Protect Credit Card Data

DVSAnalytics' encryption feature protects your customer's sensitive data and helps you comply with the Payment Card Industry Data Security Standards (PCI DSS). To ensure compliance and eliminate potential theft of sensitive data, pause and resume tools, including eCapture, ePause, Web API and Agent Assist, prevent the recording of sensitive patient data, such as credit card numbers, CVV code, social security numbers, etc.

When taking a customer's credit card information over the phone, you must comply with PCI DSS, which states how cardholder data is stored, processed or transmitted. With DVSAnalytics you can pause the recording when collecting sensitive information, then resume recording after the information is collected to document verbal authorization, store the recording for training purposes, and more.

Prove Compliance Adherence

In addition to PCI DSS adherence, DVSAnalytics helps financial institutions ensure compliance with several federal regulations, including Gramm-Leach-Bliley Act, National Automated Clearing House Association, Sarbanes-Oxley Act, SEC Rule 17a-4, USA PATRIOT Act, etc. Regulatory non-compliance can result in costly fines, legal fees, brand damage and the loss of sales, clients and partners. DVSAnalytics helps financial services firms meet regulatory compliance demands while also minimizing potential risks.

Manage User Roles and Permissions

DVSAnalytics allows you to control who can access recordings and reports, play back encrypted calls, view screen recordings and perform evaluations. Its built-in programmable security and multiple permission layers let you decide what level of data each authorized user may access. Set permissions at the group or individual level.

Store and Archive Data Securely

If regulations require you to store customer data and interactions in a secure location for a specified length of time, DVSAnalytics can help you meet those requirements with easy archive, storage and retrieval options.

Cloud or Premise

DVSAnalytics Encore can run in virtual environments, helping financial firms consolidate servers, reduce operating costs, minimize maintenance and run multiple instances of software for redundancy. Information recorded can be stored in multiple locations and managed from a central user interface.

Track User & System Activity

Whether you monitor for regulatory compliance, system activity, or intrusion detection, DVSAnalytics Encore makes compliance auditing easy by creating an activity log for every interaction. Quickly see who accessed which record and what actions were taken. Use this information to safeguard customer data.

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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