

# Implementation Services

DVSA Analytics Recording and Quality Management



We believe that successful implementations are the result of open communication and the understanding that every customer has a unique set of needs and requirements. When this belief is combined with our technical knowledge and expertise, implementations are completed on-time, on-budget and exceed customers' expectations.

## Implementation Services Process

Backed with a 35-year history of successful implementations, DVSA Analytics follows a proven methodology designed to provide customers with systems that satisfy their requirements and meet or exceed expectations. The DVSA Analytics implementation process includes:

### Project Kick-off

DVSA Analytics and its reseller partner and/or customer identify project managers who coordinate a kickoff meeting/call with all appropriate stakeholders. Stakeholders must include individuals responsible for implementation. This initial meeting consists of reviewing the requirements, determining implementation priorities and discussing actions required prior to and during implementation. Also, during this meeting, all parties jointly determine the best timing for going live with Encore®.

### Project Management

The DVSA Analytics Project Manager prepares an implementation plan including agreed upon dates, responsibilities and tasks. The detailed implementation plan includes:

- Solution Overview
- Integration Requirements
- Configuration Settings
- Login Accounts
- Network Drawings
- Specific Training Plans/Procedures

Weekly status calls take place to help ensure the project stays on track and is completed on time and within budget.

## HIGHLIGHTS

- Experienced and dedicated implementation services team
- Formalized implementation plan
- Post-install user training
- Installation documentation

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SCHEDULE A DEMO

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DVSA Analytics, Inc.

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## Installation

DVSAalytics either ships the Encore server and software to the customer or installs the Encore software on the customer-supplied server or virtual instance, and then establishes connectivity with the customer's communication (phone) platform. When this is complete, the Encore system starts recording calls for the configured extensions based upon the rules identified in the project plan. DVSAalytics implementation team conducts a variety of tests to verify the system is properly configured and capturing all recordings. This process is repeated for additional sites.

## Training

Following the successful installation, DVSAalytics conducts training classes for both system administrators and business users. These classes may be conducted on site, via the web or a combination of both.

## Post-implementation

Upon completion of the installation, DVSAalytics provides the customer with documentation detailing how the system was installed, configured and deployed across the organization.

## Ongoing Support

Customers are provided access to DVSAalytics Technical Support 24 X 7X 365, unlimited training via regularly scheduled monthly web classes, customer-specific training upon request and software upgrades (typically two per year).

## 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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DVSAalytics 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.

 **DVSAalytics**

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