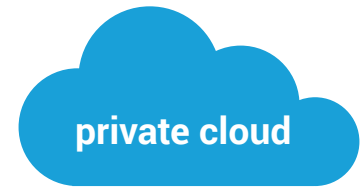


Perpetual

- Employ a fixed number of users
- Purchase perpetual licenses one time
- Purchase ongoing Software Assurance
- Customer-provided infrastructure
- Cap-Ex



Subscription

- Increase users during peak periods
- Purchase a subscription for license usage
- Software Assurance included
- Customer- or partner-provided infrastructure
- Op-Ex



SaaS

- Increase users during peak periods
- Purchase a subscription for license usage
- Software Assurance included
- DVSAnalytics-provided infrastructure and managed services*
- Op-Ex

**Managed services include: system alert monitoring, configuration changes, database backup and maintenance, OS updates, new user creation, user deactivation, and user profile changes.*



DVSAnalytics provides the following for all licensing options:

- Unlimited Training
- Customer Support (24x7x365)
- Encore[®] Upgrades

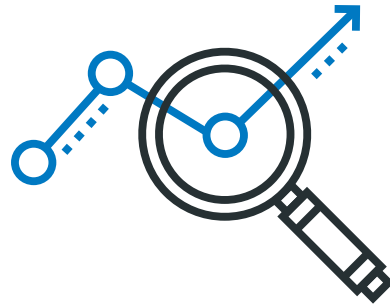
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(480) 538-7750
sales@dvsanalytics.com

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 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.

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Workforce Optimization and Engagement Management

Gain a competitive edge today!
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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.

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