

DVSAnalytics eLearning Makes eCoaching and Training Easy

Create, load, link and train with integrated eLearning in Encore®. The built-in forms and user-friendly viewer deliver a unified experience.

Streamline the Experience

The tools built into DVSAnalytics Encore solutions make it simple to create content, publish it for eCoaching, complete assignments, and review activity with one seamless experience.

Use “Perfect Example” Recordings

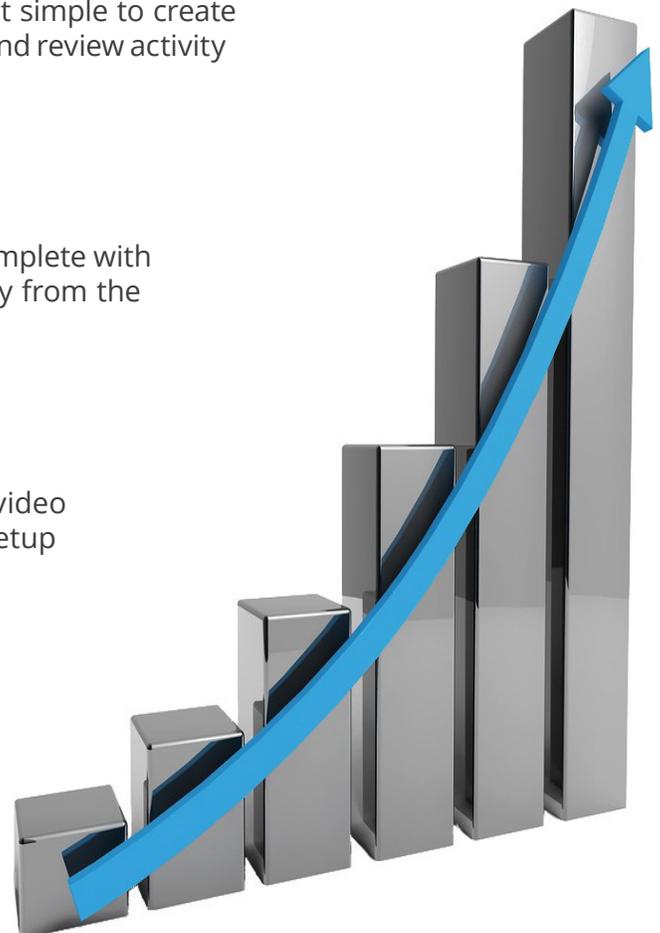
Convert recordings, including call and desktop activity complete with comment tags for emphasis, into training content directly from the recordings page.

Store Lessons in DVSAnalytics Encore

Store content directly in Encore using URLs, PDF and video files, and recordings. The built-in form builder makes setup worry-free and keeps the latest content available.

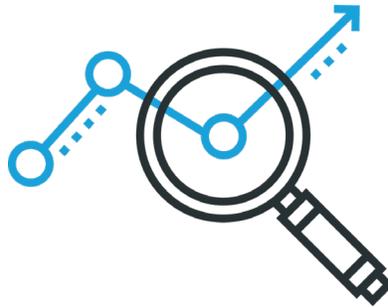
Jumpstart with Sample Lessons

Start using eCoaching right away with sample eLearning modules. Universal soft skills modules such as active listening, empathy and tone, and building rapport are available immediately.



CALL OR EMAIL TO
SCHEDULE A DEMO

(480) 538-7750
sales@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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