

With the Salesforce integration available with Encore® workforce optimization, your contact center has a complete view within Salesforce of all customer interactions; including links to call recordings and call metadata.



## Readily Locate Recordings

Retrieve and listen to recordings in Salesforce based on account, case, contact, opportunity, and user. The same Salesforce fields are available in the Encore system, so finding recordings in Encore is just as easy.



## Streamline the Evaluation Process

Contact centers record huge volumes of interactions. Encore makes it possible to categorize recordings using the Salesforce data fields, such as account name, contact name, case number, etc. Evaluators can then focus on the most important customer interactions.



## Connect with Post-Contact Survey

Leverage email addresses stored in Salesforce to send web-based surveys to customers immediately after a conversation has ended. Gain insight by collecting customer feedback while the interaction is still fresh in the customer's mind.



## Easy Implementation

The integration runs behind the scenes, automatically sending Salesforce data to Encore, and Encore data to Salesforce. Since the call recordings are stored in a separate, related table, there is no need to use valuable fields in the Salesforce account or other records to associate a recording to an existing account.

**Ready to get started?**

**Contact DVSAnalytics for help with questions, demos and quotes.**

**Call 480-538-7750 or email [Sales@DVSAnalytics.com](mailto:Sales@DVSAnalytics.com) to schedule a live demo.**

DVSAnalytics Inc. (DVS) workforce optimization (WFO) solutions 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. DVS 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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