

# Encore Enterprise for NEC SV9500 V5 Streaming

Call Recording and Workforce Optimization



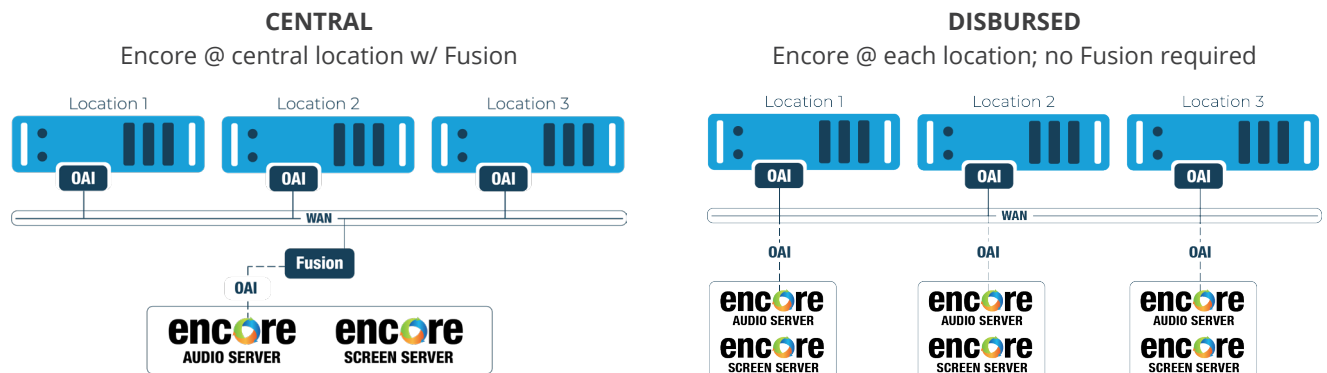
## Benefits

- Eliminates Port Mirroring; no need to modify data equipment across the network
- Manage call recording from a central location for multiple remote locations or employees disbursed in a large building site
- On demand recording available with DT820 / DT830 phones and the Call Recording Key

## Requirements

- SV9500 V5
- Phones / Firmware
  - › DT830G / DT830: FW 5.2.0.0 or later
  - › DT820: FW 3.2.0.0 or later
- User Licenses
  - › BE118217 SV95 CALL REC USER-1 LIC is required; it is included with a Standard or above license
  - › Basic License does not support Streaming recording; a Streaming Recording License add-on is required

## Architecture



- If a single SV9500 server supports multiple locations, one Encore server can be used for recording all locations and does not require Fusion.

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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