

Ensuring voice and screen recordings are safely stored and reliably backed-up is a critical component to a workforce optimization program.

A redundant environment allows recording to continue if one or more components fail. With this strategy, a backup recording server takes over while the primary recording server is repaired or replaced. DVSAnalytics customers have a choice between a “warm” or “hot” backup.

Warm or Hot Backup

A warm backup solution requires a stand-by Encore® server on site. If the primary server fails, DVSAnalytics is notified and a service technician moves the licenses from the primary to the secondary (standby) server allowing recording to resume.

A hot backup solution requires a redundant or secondary server with redundant licenses to be installed and activated such that the secondary, or redundant, interaction recordings occur in conjunction with the same recordings on the primary server. The hot backup guarantees no interruptions and no missing recordings.

The chart below provides a comparison.

<i>Warm Backup</i>	<i>Hot Backup</i>
Standby server without recording licenses	Standby server with redundant licenses active, recording all same interactions as the primary server
DVSAnalytics is notified of failure and transfers licenses	Recording continues when primary server fails, no need to transfer licenses
Investment minimal – standby server only	Investment – server plus Encore redundant licenses

Redundant Configuration Options

True redundancy, by definition, dictates machine-level redundancy and requires one or more hot backup servers. With this redundancy there are various configuration options available that primarily fall into two categories: station-side or trunk-side.

The examples on the next page reflect each type.

HIGHLIGHTS

- Recording interactions is mission critical in most businesses today
- Redundancy ensures no recordings are missed
- Options to fit any environment
- Warm and hot backup available

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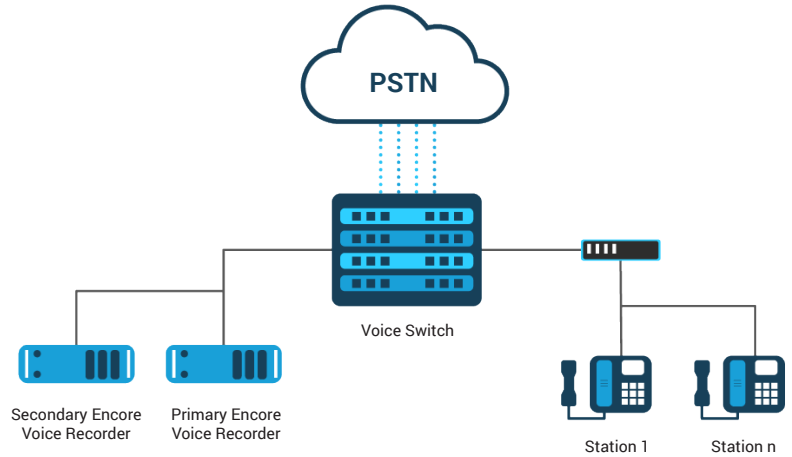
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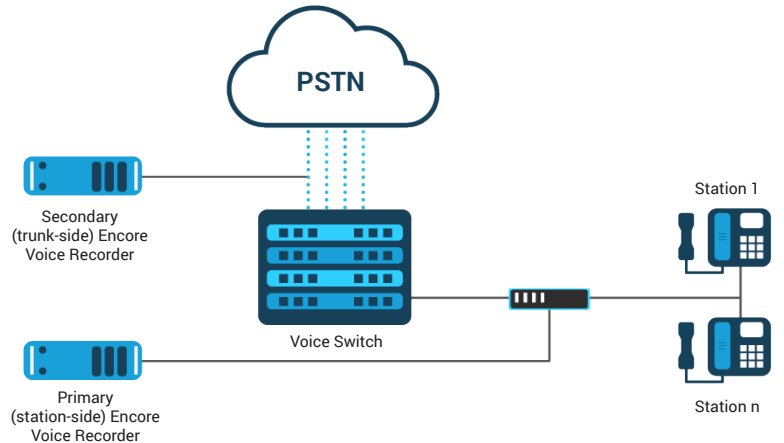
Station-side Redundant Example

Station-side redundancy makes use of a second recording server in the same recording path. This machine level redundancy dramatically reduces the chances of losing recordings because of a primary server failure. If a CPU, memory, drive or any other failure occurs to the primary, calls can be retrieved from the secondary recording server when the primary machine is down. Calls recorded during the downtime can be merged back to the primary recording server after it is replaced or repaired.



Trunk-side Redundant Example

Trunk-side redundancy can prevent a recording configuration failure. When stations are added or extensions are renamed, human error can cause a voice interaction to be missed. The addition of a trunk-side recording server ensures even those interactions that are not configured correctly are recorded and, when the error is discovered, missing voice sessions can be retrieved from the trunk-side server.



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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DVSAnalytics 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.