

# Workforce Management

## Practical Solutions for Today's Contact Centers



Contact center managers are continually challenged with scheduling agents to meet consistent customer service goals while controlling costs. DVSAnalytics Encore Workforce Management solves this problem. With its all-inclusive licensing, Encore is the solution, whether your staff is on-premises or working from home.

### DVSAnalytics Encore Workforce Management

Encore Workforce Management software leverages cutting edge technology to increase the level of consistency of customer service while controlling costs. Encore enables your team to coordinate, interact and collaborate while executing your specific workforce management strategy.

Regardless of what channel your customers use to communicate with you, Encore accurately captures, predicts, optimizes, manages and communicates your dynamic workforce plan to your entire contact center team, on-premise or working from home.

#### Forecasting

DVSAnalytics Encore Workforce Management offers a powerful forecasting feature providing all the support you need to accurately staff your contact center. Forecasting features include:

- Service Level Objectives
- Shrinkage
- Single or Multi-Skilled Forecasting

#### Scheduling

Scheduling with DVSAnalytics Encore Workforce Management is flexible and easy to use. Managers can create a variety of schedule options and then align them against a number of forecasted staff plans. Scheduling features include various methods such as:

- Fixed
- Floating
- Rotating
- Composite

#### Comprehensive Portals

DVSAnalytics Workforce Management Portals are built to meet the unique needs of schedulers, supervisors, agents and administrators.

The Agent Portal offers a rich, easy to navigate user interface where agents can view schedules, request vacation, post shift swaps and review their adherence.

### HIGHLIGHTS

- All-inclusive licensing to forecast, schedule and manage contact center staffing
- Agent, supervisor, scheduler and administrative portals
- Ideal for in office or work from home contact centers
- Includes real-time agent adherence

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## Agent Adherence

It's been demonstrated time and again that 10, 20 and even 30% increases in agent adherence may be captured through advanced adherence tools. In a 100-agent contact center, capturing 10% more productive hours from agents is the equivalent of adding ten agents into the schedule pool, without hiring a single person. The savings are significant.

## DVSAalytics Interoperability

DVSAalytics Workforce Management integrates with all major contact center platforms, on-premise and in the cloud, and provides all-inclusive licensing—no modules to purchase separately.



## Measure What Matters

Encore® from DVSAalytics is built to help you take millions of recorded customer interactions and turn them into rich business intelligence and insights.

DVSAalytics  
Workforce Optimization Solutions

Gain a competitive edge today!  
[www.DVSAalytics.com](http://www.DVSAalytics.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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DVSAalytics 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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