![DVSAnalytics]

DVSAnalytics Workforce Optimization – Partner Battlecard

SOLUTION OVERVIEW

DVSAnalytics Workforce Optimization (WFO) solutions are designed to improve the customer experience and maximize employee engagement and productivity with analytics-enabled insights into interactions and contact center operations. Encore® includes:

- Interaction recording
- Analytics – Speech, Desktop
- Quality and Performance Management
- Workforce Management

AUDIENCE: TARGET MARKET/CUSTOMERS

Any business that would like to improve the ability to record, review customer interactions, improve quality and increase agent engagement.

CUSTOMER PAIN

- Lack of reasonable training on current system.
- Unable to easily retrieve recordings for dispute resolution and coaching.
- Need to improve performance & save supervisors time.
- Cannot leverage positive customer interactions to enhance agent engagement.
- Current solution is facing obsolescence without an acceptable migration path.

KEY FEATURES

INTERACTION RECORDING: Includes voice and screen recording as well as call analytics, via metadata capture, to gain insight into interactions for specific queues (ANI/DNIS), hold times and more.

QUALITY MANAGEMENT: Includes tools to assess and improve performance. Assessing performance, via insights gained from analytics or completed evaluations, is complemented by Encore's eCoaching and eLearning software for automated training.

ANALYTICS: Encore's Speech and Desktop Analytics provides advanced insights into customer interactions. Speech Analytics provides valuable insights into the voice of the customer, key trends and much more. Desktop Analytics, on the other hand, is used to analyze interactions based upon CRM-type data as well as control pause and resume recording functions for compliance, such as PCI.

WORKFORCE MANAGEMENT: Provides staff forecasting and scheduling, accommodating single and multiskilled queues, with real-time adherence views and agent portals for access to schedules and more.

LICENSING OPTIONS

- SaaS/Cloud
- Subscription
- Perpetual

THE DVS DIFFERENCE

- Effortless Customer Experience: Unlimited training for life with a pleasant user experience.
- Flexible Licensing Options: Freedom to choose the best option for your business – On-Premise/Perpetual, Subscription, Cloud/SaaS.
- Modular Product Components: Solution options deliver optimum business value.
- Practical Analytics: Realize analytics benefits quickly and painlessly.
- Automated Performance Optimization: Improve performance while saving time.
- Seamless integrations with industry UC platforms.
- Unique, Out-of-the-Box Offerings: RingCentral and Salesforce.com.

WHAT'S IN IT FOR OUR PARTNERS

- Best margins in the WFO market.
- Trouble-free implementations and support.
- Unique, one-of-a-kind offerings.

DVSAnalytics specializes in Practical Workforce Optimization Solutions for Contact Centers

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