



# ENHANCE YOUR CUSTOMER'S EXPERIENCE

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

Encore improves insides sales and service performance to increase customer satisfaction and loyalty.

Encore is engineered to seamlessly integrate into your existing UC platform and contact center tools, on-premise or in the cloud.

## ENCORE WORKFORCE OPTIMIZATION SOLUTIONS



### INTERACTION RECORDING

Voice  
Screen  
Email  
Chat



### QUALITY & PERFORMANCE MANAGEMENT

Evaluations  
eCoaching  
eLearning  
Measurement



### WORKFORCE ENGAGEMENT

Gamification  
Agent Self-Serve  
Portals



### ENHANCED ANALYTICS

Call  
Desktop  
Survey  
Optional: Speech



### WORKFORCE MANAGEMENT

Forecast  
Schedule  
Real-time Adherence  
Mobile Access



### REPORTING

Supervisor & Agent  
Dashboards  
Customizable Reports

## SIMPLIFY THE COMPLEX WITH ENCORE

Encore is designed with the user in mind. Our focus is to deliver the information you need quickly and easily. The DVSA Analytics Quality Management portal makes agent training quick, simple and intuitive.

## ENHANCE AGENT PERFORMANCE

Encore automation helps you achieve improved agent performance and retention which directly impacts customer satisfaction. Automate business processes, from agent training and performance to incentive programs.

- Self-Service Agent Portals
- Individualized eCoaching
- Contest Management
- Reduced Agent Turnover

## FLEXIBLE LICENSING PLANS

DVSA Analytics delivers choice!

We understand one size does NOT fit all.

- Opex or Capex Licensing
- On-Premise Subscriptions
- Managed Cloud Deployments
- Flexible for Fluctuating and Seasonal Traffic



## INTEROPERABILITY

Encore seamlessly integrates with all major communications platforms and contact center software suites. Encore is 100% compliant with your existing environment.