

8 ADVANTAGES OF eCOACHING IN CONTACT CENTERS

eCoaching is a 21st century solution for Quality Management, improving the performance of individual agents and the contact center as a whole, no matter the size or industry.



01 AUTOMATED ASSIGNMENTS

Build automated eCoaching assignments based on individual agent evaluations and pre-determined triggers.

CUSTOMIZED LESSONS

Develop lessons and training tailored to the specific needs of your agents with a focus on single topics.

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03 ECOACHING QUIZZES

Use quizzes to assess the effectiveness of an eCoaching lesson.

JUMPSTART WITH SAMPLE LESSONS

Universal soft skills modules such as active listening, empathy, tone and building rapport.

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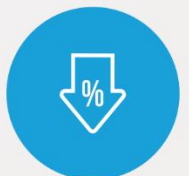
05 TRACK AGENT PROGRESS

Reduce long-form training with short, topical lessons using a variety of media, allowing you to track agent progress over time.

REDUCED DEMAND ON SUPERVISORS

Assure individual agent coaching occurs as needed, even when supervisors are busy or unavailable.

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07 PROVIDES SUPERVISOR AGILITY

Supervisors can create short, simple lessons and deploy as needed rather than building monolithic training sessions.

OUTCOME BASED EVALUATIONS

Promote successful outcomes by including eCoaching assignments on company initiatives and goals.

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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.