6 DVSAnalytics Integrations into Contact Center Communication Platforms

DVSAnalytics Encore® Workforce Optimization solutions deliver robust, user-friendly integrations into all major contact center communication platforms!

AVAYA

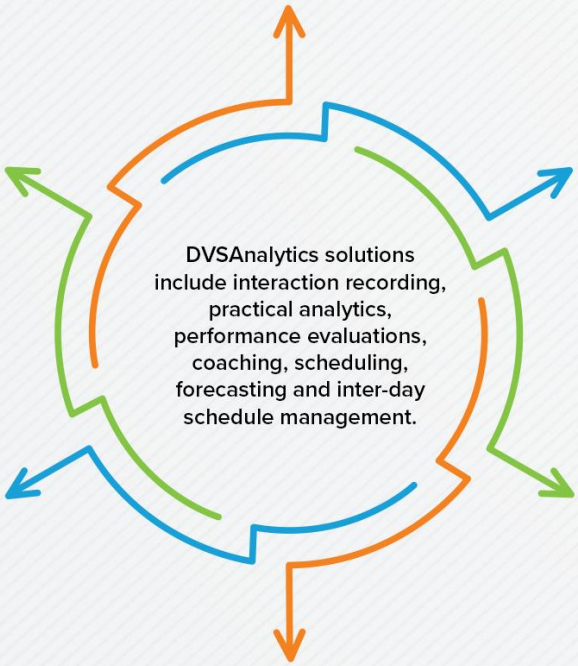
As a Technology Partner in the Avaya DevConnect Program, DVSAnalytics Workforce Optimization solutions are listed in the Avaya DevConnect Marketplace and are compliance tested and approved.

salesforce

Quickly view a list of recordings – based on an account, a case, a contact opportunity or user – and play recordings directly from a secure link without leaving Salesforce.

CISCO

A member of the Cisco Solution Partner Program DVSAnalytics solutions are compliance tested and approved to operate with Cisco communications.



RingCentral®

Sync RingCentral's audio recordings and metadata with Encore desktop (screen) recordings to enhance search capabilities and gain a complete picture of customer interactions.

Mitel

DVSAnalytics is an MSA Developer member of the Mitel Solutions Alliance. Encore Workforce Optimization solutions are compliance tested and approved.

NEC

DVSAnalytics' long-term partnership with NEC has resulted in integration software that captures and writes key metadata from NEC UNIVERGE to searchable ields in recorded interactions.

DVSAnalytics

ENHANCE YOUR CUSTOMER EXPERIENCE

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

DVSAnalytics solutions are designed to improve sales and service performance, while increasing customer satisfaction and loyalty. Encore is engineered to integrate into your existing UC platform and contact center tools, on-premise or in the cloud.

WORKFORCE OPTIMIZATION SOLUTIONS

INTERACTION RECORDING

- Call Recording
  - Voice & Screen
- Desktop Recording
  - Omnichannel
  - Between-Call Activity

INTERACTION ANALYTICS

- Call
- Desktop
- Survey
- Speech

PERFORMANCE MANAGEMENT & AGENT ENGAGEMENT

- Evaluations
- Automated Coaching
- eLearning
- Surveys
- Gamification

WORKFORCE MANAGEMENT

- Forecasting
- Scheduling
- Real-time Adherence
- Mobile Access

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 DVSAnalytics Quality Management portal makes agent training quick, simple and intuitive.

Flexible Licensing Plans

DVSAnalytics 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

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

Interoperability

Encore integrates with major communications platforms and contact center software suites.