DVSANALYTICS WORKFORCE OPTIMIZATION SOLUTIONS

DVSAnalytics provides modular product components to deliver optimum value to your contact center!

INTERACTION RECORDING

Secure call & screen recording, call events, ePause, telephonic signature, dynamic or static playlists, and flexible retention policies for a 360° view of customer interactions.

INTERACTION ANALYTICS

Call, Desktop & Speech Analytics add searchable data to recordings for custom categorization and advanced search & retrieval capabilities.

Engineered to integrate with UC, UCaaS, & major communication platforms.

DVSAnalytics solutions are available with flexible licensing plans: On-Premise or Cloud.

PERFORMANCE MANAGEMENT & AGENT ENGAGEMENT

Flexible evaluation tools, eCoaching, eLearning, surveys, customized dashboards & the ability to automatically categorize recordings into distinct playlists.

WORKFORCE MANAGEMENT

Scheduling, agent portals, real-time agent adherence, and staff forecasting based on single or multi-skilled agents, shrinkage, and service level objectives.

www.DVSAnalytics.com

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