

DVSANALYTICS ENCORE RELEASE HIGHLIGHTS

Encore Workforce Optimization / Workforce Engagement
As of November 26, 2018

DVSAnalytics Encore™ Workforce Optimization and Engagement Management solutions expand and improve features with each new release. Highlights of the previous releases are summarized below. End user customers who are covered by Software Assurance Agreements are eligible to receive regular software updates at no additional charge.

To learn more about the new software versions or to schedule an upgrade, contact DVS Customer Support at 800-910-4564.

ENCORE 7.0 January 2019	<ul style="list-style-type: none"> • Additional Security Measures • Enhanced Screen Recordings • Integration with Ring Central • Updated UC Integrations 	<ul style="list-style-type: none"> • Enhanced Speech Analytics • Software Components rewritten to run as Services • Improved Management for Audio Settings
ENCORE 6.0.6 January 2017	<ul style="list-style-type: none"> • Integrated eLearning • Pre-Loaded Soft Skill Sample Lessons • eCoaching Module Permissions added to Security 	<ul style="list-style-type: none"> • New Reports: <ul style="list-style-type: none"> - eLearning Lesson Duration - eLearning Lesson List - Team Score Analysis
ENCORE 6.0.5 May 2016	<ul style="list-style-type: none"> • Dashboards • Gamification with Contests and Reward Management • Updated Report Functionality (expanded implicit date ranges and added new criteria buttons) • Expanded Group Administrator Role 	<ul style="list-style-type: none"> • New Reports: <ul style="list-style-type: none"> - Agent Score Analysis - Evaluation Score Ranking - Hold Time Ranking - Quiz Score Ranking - Reward Points Statement
ENCORE 6.0.4 July 2015	<ul style="list-style-type: none"> • Compatible with Windows Server 2012 R2 • Encore Web Services Web API adds PortStatus Command 	<ul style="list-style-type: none"> • Cisco UCM Integration Update
ENCORE 6.0.3 May 2015	<ul style="list-style-type: none"> • eCoaching Quizzes • Enhanced Search and Retrieval with Dynamic Playlists 	<ul style="list-style-type: none"> • Enhanced Customer SQL Search Options • New Report: <ul style="list-style-type: none"> - eCoaching Quiz Results

ENCORE 6.0.2 December 2014	<ul style="list-style-type: none"> Enhanced Live Monitor Application using EncoreMobile Platform Voice Annotation Feature Completed Assignments on Home Page Enhanced Method to Share Recordings 	<ul style="list-style-type: none"> New Reports: <ul style="list-style-type: none"> Evaluation Scores by Category Dynamic Playlist results can be exported or printed using the Dynamic Playlist Export Report
ENCORE 6.0.1 September 2014	<ul style="list-style-type: none"> Encore Load Balancing New CS 2100/SL-100 GENBAND Release SE 16 Integration Cisco UCM Integration Updates 	<ul style="list-style-type: none"> ShoreTel Integration Updates NEC UNIVERGE with OAI Integration Updates
ENCORE 3.0.9 January 2014	<ul style="list-style-type: none"> Enhanced Speech Analytics Telephonic Signature ePause On-Demand Scrub Feature Evaluate Related Calls 	<ul style="list-style-type: none"> Import Utility for User Records New Reports: <ul style="list-style-type: none"> Agent Analysis Survey Analysis
ENCORE 2.3.5 November 2013	<ul style="list-style-type: none"> New Encore Information Service (EIS) provides Improved Association between Agent Desktops and Agent Extension/Phone Login ID New Screen Recording Components 	<ul style="list-style-type: none"> Automated File Export Maximum Capacity Expanded to 400 Ports New Aspect Unified IP Dialer Integration Mitel 3300 Integration Updates NEC UNIVERGE 3C Integration Updates
ENCORE 2.3.4 May 2013	<ul style="list-style-type: none"> Avaya Integration Updates NEC Integration Updates 	<ul style="list-style-type: none"> ShoreTel Integration Updates
ENCORE 3.0.8 January 2013	<ul style="list-style-type: none"> Bonus Question Support Automatic Permission Selection Quick Reference Bar shows Selected Recordings 	<ul style="list-style-type: none"> Sonitrol AAC File Playback and Export Support Several Report Updates
ENCORE 3.0.7 September 2012	<ul style="list-style-type: none"> Post Contact Survey Projects Encore Calibration Projects New Permissions added to Users/Groups 	<ul style="list-style-type: none"> Five New Reports added to support Post Contact Survey and Calibration Projects

DVSAalytics, Inc. (DVS) workforce optimization and engagement management solutions (WFO/WEM) are designed to improve the customer experience and maximize employee engagement and productivity by offering analytics-enabled insights into customer interactions and contact center operations. The Encore WFO/WEM suite includes interaction recording, analytics, quality and performance management, workforce management, reporting, and a powerful set of employee engagement capabilities. The company is headquartered in Scottsdale, Arizona. Learn more at www.DVSAalytics.com or DVS on LinkedIn, Twitter, and Facebook.



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