

Interaction Analytics

DVSAnalytics Delivers a Practical Approach to Interaction Analytics

In the world of workforce optimization (WFO), analytics means converting recorded interactions, such as voice recordings, into searchable data to gain insight into the business and its customers.

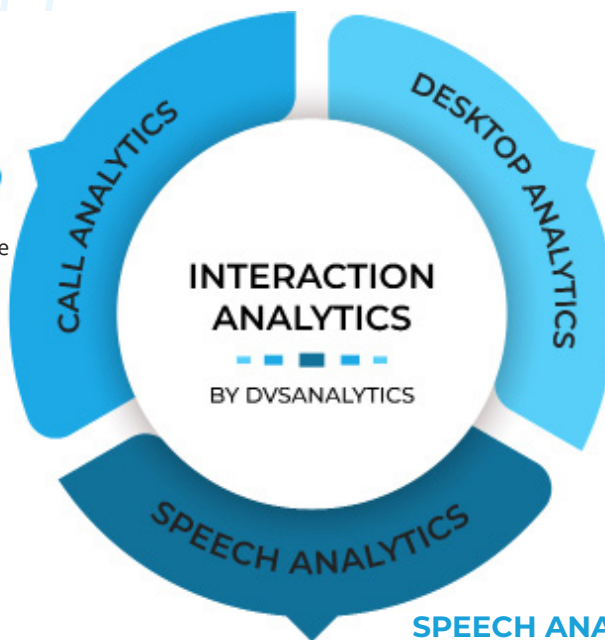
Analytics applies metadata to voice recordings, allowing customization of how calls are categorized, and converts audio to text, delivering unlimited insights into operations and customer interactions.

CALL ANALYTICS



Call Analytics, included with every Encore system, applies metadata from Encore, UC and Contact Center Platforms to recording files for search & retrieval.

This adds structure to call recordings, categorizing interactions in meaningful ways, such as excessive hold times or calls from premium customers.



DESKTOP ANALYTICS

Desktop Analytics captures metadata from fields in the CRM or other front office applications and writes that data to recorded interaction files.

These data fields allow for expanded categorization of recordings, such as first call resolution or type of sale, for valuable customer insights.

SPEECH ANALYTICS



Convert selected audio recordings to searchable text, delivering unlimited insights.

With Speech Analytics businesses can redact credit cards, better understand the voice of the customer and process adherence, and even replace or reduce the traditional

Why are DVS Interaction Analytics Unique?

Call and Desktop Analytics

- Gain actionable insights into KPIs derived from CRM applications
- Categorize recordings for targeted coaching opportunities
- Reduce unnecessary investment in speech analytics hours

Speech Analytics

- Convert audio to text, providing insights otherwise not possible with call and desktop analytics
- Delivers benefits within a few weeks of project start
- Reduce or replace traditional quality management evaluations of a sampling of calls