

Product Offerings

DVSAnalytics Encore Workforce Optimization (WFO) solutions offer a variety of options to record customer interactions; gain insight, via analytics, into the content and results of interactions; use those insights for quality management to improve performance; and create staff schedules that allow for achievement of service level objectives, via workforce management software.

Call Recording

Includes voice and screen recording as well as call analytics, via metadata capture, to gain insight into interactions for specific queues (ANI/DNIS), hold times, and more. Optionally desktop and speech analytics are available to gain further insight into additional interaction types.

Quality Management

Includes tools to assess and improve performance. Assessing performance, via insights gained from analytics or completion of built-in business specific evaluations, is complemented by Encore's eCoaching and eLearning software for automated training. These tools are further complemented with the additional post contact survey analytics, personalized dashboards, gamification and self-serve portals.

Call Recording & Quality Management

This bundles interaction call recording and quality management into one offering and reflects a savings when implemented together.

Desktop Recording

Continuous recording of desktop activity to provide enhanced insight into agent activities and training opportunities. Able to sync with 3rd party recordings.

Analytics

In addition to built-in call and survey analytics, Encore's optional Speech and Desktop Analytics provides advanced insights into customer interactions. Speech Analytics provides valuable insights into the voice of the customer, key trends and much more. Desktop Analytics, on the other hand, is used to analyze interactions based upon CRM-type data as well as control pause and resume recording functions for compliance, such as PCI.

Workforce Management

Provides staff forecasting and scheduling, accommodating single and multi-skilled queues, with real-time adherence views and agent portals for access to schedules and more.

Licensing Models

- Perpetual
- Subscription
- SaaS

Flex licensing available for seasonal business needs (SaaS only)

