Dashboards & Reports

Visualize Analytics and Insights

Interactions are recorded, conversations are evaluated, agents are coached, and, if all is moving according to plan, performance is improving. Gain visibility into KPI trends to identify areas that need improvement, evaluate the success of ongoing initiatives, and refine quality management processes to maximize workforce optimization efforts with DVSAnalytics Dashboards and Reports.

Highlights

- Review 100% of agent calls with analytics-enabled QA
- Confirm agents follow compliance requirements
- Protect sensitive data in recordings and transcripts
- Improve sales results by measuring sales effectiveness
- Uncover customer opinions on products or services

Dashboards

DVSAnalytics dashboards display real-time widgets, or key metrics represented graphically, to illustrate data trends that are important to the user. Managers can easily view the status of eCoaching assignments, evaluation scores, high and/or low performing agents, and more, all at a glance. Dashboards can be created and customized by managers and administrators to display widgets that are important to them. Multiple dashboards can also be created to differentiate between multiple teams or business initiatives.

Dashboards can be created and shared with select groups, teams or users, including agents. Agent dashboards provide views of individual progress, reducing, and sometimes eliminating, the need for one-on-one meetings while motivating agents to continually improve their performances.

Agent dashboards also create a platform to display contest leader boards and redeem rewards for DVSAnalytics Gamification, which automates the management of performance-based contests and rewards.
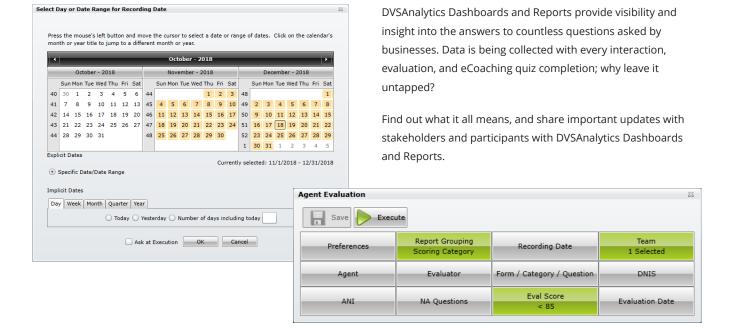
Reports

DVSAnalytics Reports illustrate key metrics that are important to the business and are often used for performance and customer satisfaction trend analysis. Showing both overall trends and specific breakdowns of the data, reports provide the ability to sift through specific sets of information that contribute to the larger result. Reports can be:

- Selected for display as a manager and/or agent Dashboard widget.

- Viewed on demand, or scheduled for delivery on a regular basis to individual stakeholders or groups.

- Generated ad hoc via user-defined criteria.

- Built to user-defined criteria and saved for future use.

- Exported to a PDF or Excel file.

Reports are created by applying user-specific filters to narrow the data on any of 50+ standard templates in Encore®. For example, a report about Customer Satisfaction can be made increasingly specific based on parameters set around filters such as agent, team, and time frame of interest. Within each filter, the possible range of fields populates for selection to include in the report. For example, to

DVSAnalytics Dashboards and Reports provide visibility and insight into the answers to countless questions asked by businesses. Data is being collected with every interaction, evaluation, and eCoaching quiz completion; why leave it untapped?

Find out what it all means, and share important updates with stakeholders and participants with DVSAnalytics Dashboards and Reports.

Encore

Designed to simplify contact center management's daily workload, ensure a positive customer experience, maximize employee engagement and deliver analytics-enabled insights into customer interactions.