

DVSANALYTICS ENCORE RELEASE HIGHLIGHTS

Encore Workforce Optimization / Workforce Engagement
As of October 22, 2020

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.

<p>ENCORE 8.0 October 2020</p>	<ul style="list-style-type: none"> • Added new user interface, Encore Portal. It can be accessed from a personal computer, tablet, or smart phone. It supports the Chrome, Edge, and Safari browsers. • Encore Portal allows users to create sophisticated and flexible selection criteria called Views. • Users can be notified when the View reaches a threshold defined by the user. 	<ul style="list-style-type: none"> • NEC Streaming interface is now a Windows Service. • Cisco Built-in Bridge stream interface is now a Windows service. • Added the following UCaaS integrations: <ul style="list-style-type: none"> ○ Amazon Connect ○ AT&T Office@Hand ○ BT Cloud Work ○ TELUS Business Connect ○ Unify Office
<p>ENCORE 7.2 July 2020</p>	<ul style="list-style-type: none"> • Add support for tasks in Salesforce Integration • Avaya DMCC softphone integration is now a Windows service • Cisco Finesse integration to add ACD information to call recording data • Added support for Windows Server 2019 OS 	<ul style="list-style-type: none"> • Added support for retrieving data from current recording in Web API • Added support for Desktop Recording pause and resume in Web API • Added support for Desktop Recording pause and resume in Encore Agent Assist
<p>ENCORE 7.1 June 2019</p>	<ul style="list-style-type: none"> • Enhanced Salesforce Integration • New Preferred Time Zone setting • Stereo Recording using VoIP Packet Capture 	<ul style="list-style-type: none"> • Supports 500 concurrent ECAPI ports • New Encore Audio Player for playing audio recordings from URL link

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

DVSA Analytics Inc. (DVS) workforce optimization solutions (WFO) 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. Encore® WFO Solutions include 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.



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