

Interaction Recording

Reliable, Comprehensive, Intuitive

Recording is the first step in building a compliant environment and an effective workforce optimization program. DVSAnalytics Encore® undergoes rigorous testing to verify 100% reliability. Records are saved with associated data for easy search and retrieval and can be automatically encrypted for security.

Highlights

- Integrates with top Unified Communication platforms
- Maintain industry compliance
- Capture all interactions, including call and screen, chat, and email
- Easily locate, share, and review recordings with custom Views
- Set up Alerts to quickly monitor important interactions

DVSAnalytics Reliability

We ensure DVSAnalytics Encore is compatible with your telecommunications solution and is flexible to meet your configuration preferences, so you can spend time driving results—not troubleshooting. Record with confidence, today and into the future, knowing that with Encore you can:

- Integrate with one or a combination of major Unified Communication platforms.
- Access Encore in the cloud or on premise.
- Scale to any size across multiple departments or locations.

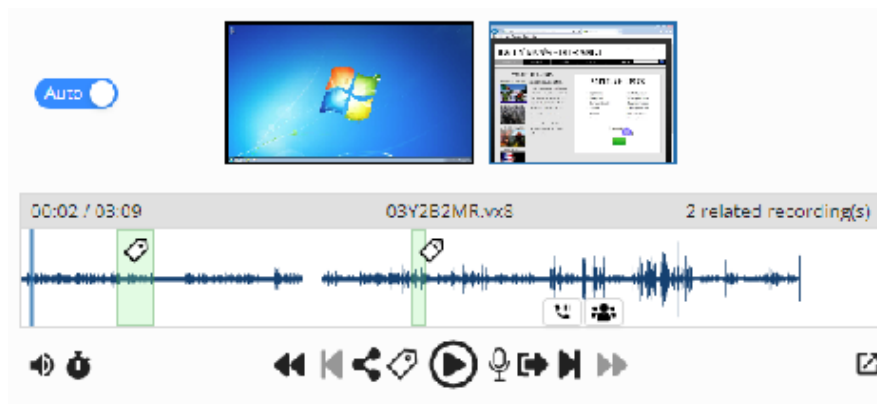
Complete Capture

Recording audio conversations and desktop activity, Encore provides a complete view of the customer experience and adds contextual value during performance and process reviews.

Encore call and screen recording:

- Records all agent/customer audio conversations.
- Records desktop activity in sync with audio conversation.
- Captures multiple monitors in screen recordings.
- Continues to record desktop after the call concludes, for visibility during wrap-up.

Encore also provides an optional feature, Desktop Recording, to record agent desktop activity in 10-minute increments throughout the day with support for multiple monitors. Desktop Recording helps to measure and improve performance of agents working on chat or social media customer support desks. Desktop Recording provides insight into agent activities while



Security

With interactions reliably and completely recorded, DVSAnalytics offers security tools to maintain compliance with industry requirements, such as PCI and HIPAA.

- DVSAnalytics eCapture and ePause prevents contact centers from recording sensitive data but still captures the agent/customer interaction for quality review, training opportunities, contest rankings and more.
- DVSAnalytics Encryption secures sensitive data captured in call or desktop recordings by encrypting it per business and industry requirements. Only users granted the necessary permissions may access encrypted recordings.

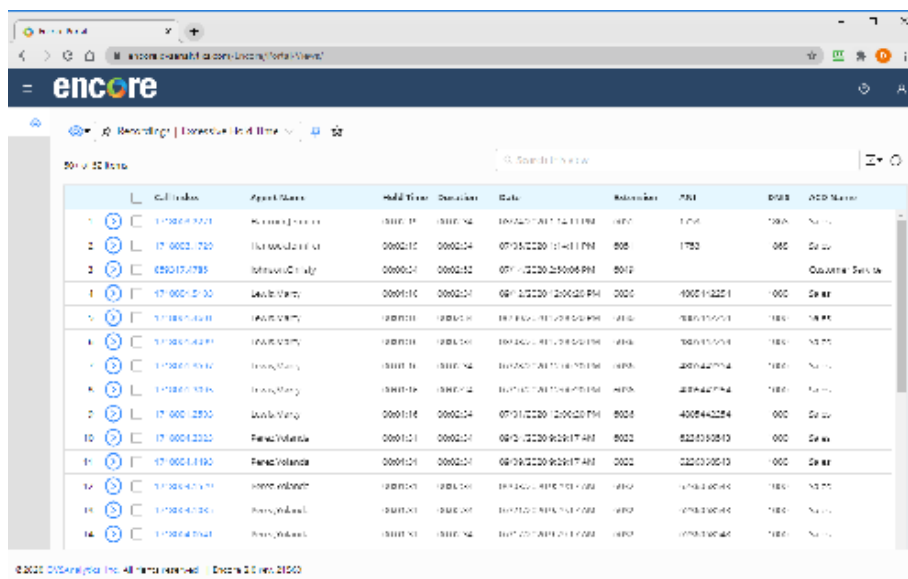
Permissions are configurable in DVSAnalytics Encore for individual and group levels, from access to encrypted data to exporting recordings and more, security can be set to remain safely within industry requirements.

Efficient Navigation and Workflow

Encore makes it easy to organize, retrieve, and review recordings. By selecting criteria, such as date, team, excessive hold time and more, recordings that match the criteria are shown in customized Views. Each View can be saved for individual use or shared with other stakeholders.

When reviewing recordings in the Encore Player, comments can be added as audio or text notes to suggest an improvement for an agent or to encourage an agent on a job well done. Comments may also be used to tag the recording for later review, such as saving the recording for use in training materials.

Alerts may also be configured to quickly monitor important interactions. When Encore encounters an interaction that meets the criteria for an alert, the software sends an email to the users noted, allowing them to swiftly address the situation.



	Call Index	Agent Name	Hold Time	Duration	Date	Hold Reason	PH	DSR	ACD Number
1	17-0001-7721	Michael Johnson	0000:10	0000:14	06/24/2017 14:11:18	ABP	1758	1000	None
2	17-0001-7720	Michael Johnson	0000:10	0000:14	07/01/2018 11:41:18	ABP	1753	000	Call
3	059017-0785	John Smith	0000:10	0000:12	07/11/2018 10:00:00	ABP	0000	1000	Customer Service
4	17-0001-7720	John Smith	0000:10	0000:12	06/11/2018 10:00:00	ABP	1000	1000	Call
5	17-0001-7720	John Smith	0000:10	0000:12	06/11/2018 10:00:00	ABP	1000	1000	Call
6	17-0001-7720	John Smith	0000:10	0000:12	06/11/2018 10:00:00	ABP	1000	1000	Call
7	17-0001-7720	John Smith	0000:10	0000:12	06/11/2018 10:00:00	ABP	1000	1000	Call
8	17-0001-7720	John Smith	0000:10	0000:12	06/11/2018 10:00:00	ABP	1000	1000	Call
9	17-0001-7720	John Smith	0000:10	0000:12	06/11/2018 10:00:00	ABP	1000	1000	Call
10	17-0001-7720	John Smith	0000:10	0000:12	06/11/2018 10:00:00	ABP	1000	1000	Call
11	17-0001-7720	John Smith	0000:10	0000:12	06/11/2018 10:00:00	ABP	1000	1000	Call
12	17-0001-7720	John Smith	0000:10	0000:12	06/11/2018 10:00:00	ABP	1000	1000	Call
13	17-0001-7720	John Smith	0000:10	0000:12	06/11/2018 10:00:00	ABP	1000	1000	Call
14	17-0001-7720	John Smith	0000:10	0000:12	06/11/2018 10:00:00	ABP	1000	1000	Call