

# Encore ElevateQM

## More Analytics + More Insights to Elevate Your Contact Center

Automated Quality Management is now accessible for every contact center with DVSAnalytics ElevateQM. With quality metrics enabled, ElevateQM removes the complex setup process and delivers clear performance indicators for your contact center, at a cost that fits your budget.

### Next Level QM – Automated Quality Management

DVSAnalytics ElevateQM delivers Automated Quality Management (AQM) that analyzes 100% of audio recordings, providing critical insights for contact centers. The dashboard shows performance indicators that matter most to your business, including where agents are doing well and areas that may need attention.

Designed for contact centers of all sizes with a low Total Cost of Ownership (TCO), ElevateQM incorporates Speech Analytics technology to highlight quality metrics that assess agent performance and the customer experience such as:

- Ensure agents positively engage with customers
- Verify agents use helpful or positive language in customer interactions
- Monitor agents' willingness to problem solve with customers
- Listen to the voice of the customer to understand satisfaction with the company or product
- Consider customer responses regarding the work required to interact with the company
- Measure customer feedback about the experience

### 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

### Rapid Onboarding & Proven Support

Jump start your journey into Speech Analytics with ElevateQM. With quick implementation and training, your team will be ready to view new business intelligence in short order.

DVSAnalytics Customer Support, well-known for exceptional service, is available 24x7 if a question should arise.

