

Licensing & Support

Flexible Licensing; 24x7 Customer Support

DVSAnalytics provides Licensing Options to meet your needs and Customer Support dedicated to resolving your issues quickly and effectively while keeping your systems current with the latest releases.

Highlights

- Flexible licensing
- Options for seasonal businesses
- Unlimited monthly, web-based training
- Experienced and responsive support staff

Licensing Options for Your Unique Needs

On-Premise or in the cloud, Encore® call and screen recording, quality management, desktop and speech analytics, and workforce management solutions are available in three licensing models: Perpetual, Subscription, or Software as a Service (SaaS).

Whatever your preference – a Capital Expense (CAPEX) option with the Perpetual license model, or an Operating Expense (OPEX) option with the SaaS or Subscription model – DVSAnalytics deployment choices accommodate your organization's needs.

	SaaS	Subscription	Perpetual
License Fees	Monthly	Monthly	One-time Purchase
Flex Licenses	Grow Seasonally		
Software Assurance	Included	Included	Ongoing Annual Fee
Infrastructure Provided	DVS	Customer or Partner	Customer or Partner
Location	DVS Cloud	Data Center or On-Premise	Data Center or On-Premise

Responsive Customer Support

DVSAnalytics Customer Support resolves your issues quickly, ensuring your system remains up-to-date with the latest release. The DVS team is committed to helping your staff maximize your technology investment:

- Unlimited Training available monthly, web-based
- Technical Support available 24x7
- Software Upgrades
- Managed Services (SaaS Only) include: Microsoft Windows® updates, system alert monitoring, configuration changes, database backup and maintenance, new user creation, user deactivation, and user profile changes.