

Licensing Options

Interaction Recording & Quality Management

Perpetual

- Employ a fixed number of users
- Purchase perpetual licenses one time
- Purchase ongoing Software Assurance
- Customer-provided infrastructure
- Cap-Ex



Private Cloud

Subscription

- Increase users during peak periods
- Purchase a subscription for license usage
- Software Assurance included
- Customer- or partner-provided infrastructure
- Op-Ex



Private Cloud

Saas

- Increase users during peak periods
- Purchase a subscription for license usage
- Software Assurance included
- DVSAnalytics-provided infrastructure and managed services*
- Op-Ex



Public Cloud

*Managed services include: system alert monitoring, configuration changes, database backup and maintenance, OS updates, new user creation, user deactivation, and user profile changes.

DVSAnalytics provides the following for all licensing options:

- Unlimited Training
- Customer Support (24x7x365)
- Encore® Upgrades

