

# UCaaS/CCaaS Cloud Offerings

## Encore Workforce Optimization for UCaaS/CCaaS

DVSAnalytics Workforce Optimization for UCaaS/CCaaS specifically meets the optimization needs of cloud contact centers. Encore's Interaction Analytics packages satisfy the need for tools to better understand the voice of the customer and improve the customer experience.



INTERACTION  
ANALYTICS  
ESSENTIALS

INTERACTION  
ANALYTICS  
ADVANCED

WORKFORCE  
MANAGEMENT

### Interaction Analytics – Essentials

This offering enhances your UCaaS/CCaaS solutions by delivering the workforce optimization applications you have been accustomed to using. The bundled package includes:

- **Call Analytics:** Group recorded customer interactions in ways meaningful to your business.
- **Desktop Recording:** Sync audio recordings with DVSAnalytics Desktop Recordings to gain a 360° view of customer interactions.
- **Performance & Quality Management:**
  - Evaluate customer interactions and deliver automated coaching to improve agent performance.
  - Enable dashboard views of results for immediate feedback to supervisors and agents.
  - Create contests to leverage analytics & evaluations to motivate agents to achieve individual, team & organizational goals.

### Workforce Management

Encore WFM, designed specifically for cloud contact centers, provides staff forecasting and scheduling, and real-time adherence tools. Accommodating single and multi-skilled queues, intraday schedule adherence, and agent portals for access to schedules, Encore WFM streamlines daily workloads for supervisors.

### Interaction Analytics – Advanced Options

The following add-on options are available to augment the Essentials package:

- **Speech Analytics:** View call transcriptions, spot trends and gain critical insights into customer interactions to improve business. Reduce or replace traditional quality management evaluations with targeted samples or categories of interactions.
- **Desktop Analytics:** Expand your search results by adding metadata from CRM or front office applications for powerful search and retrieval capabilities.
- **Salesforce App:** Review call recordings associated with cases and opportunities without leaving Salesforce. Evaluate recorded interactions based on Salesforce metadata without leaving Encore.



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