

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.

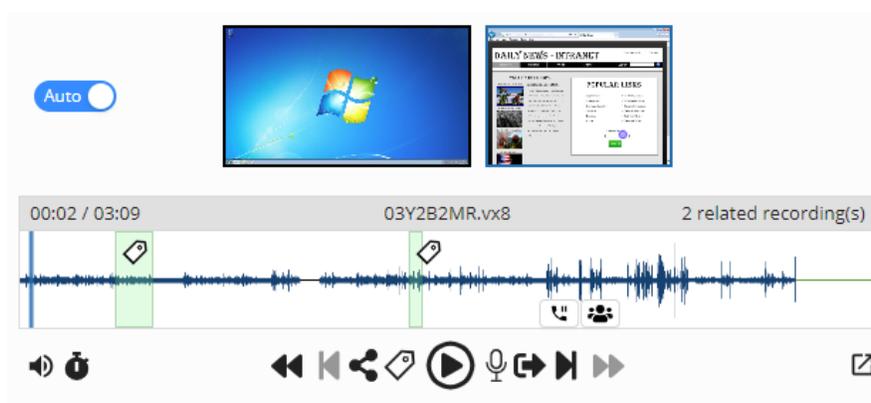
Complete Capture

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 assisting customers and during idle times.



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, 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.

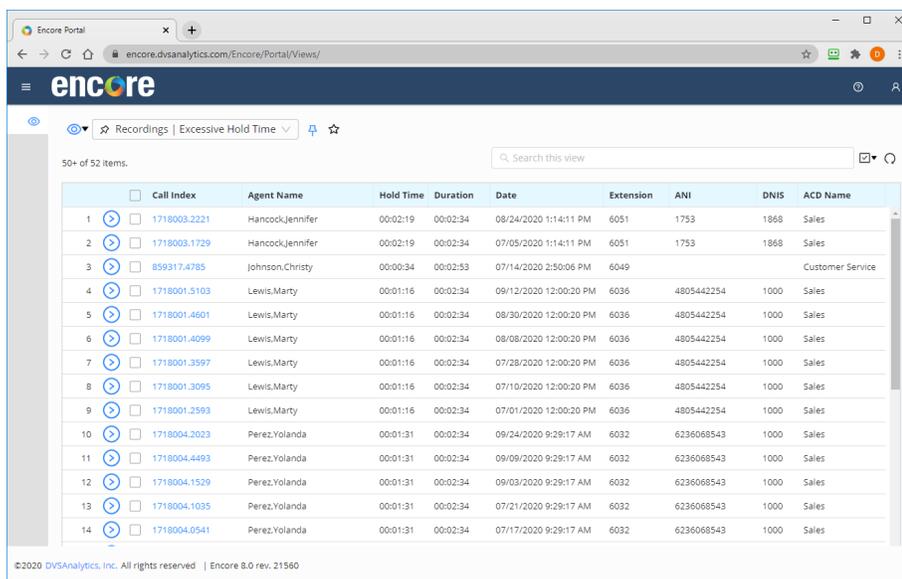
Permissions are configurable in DVSAnalytics Encore for individual and group levels, from access to encrypted data to exporting recordings and more, security can be set to remain safely within industry requirements.

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.



The screenshot shows the Encore Portal interface with a table of recordings. The table has columns for Call Index, Agent Name, Hold Time, Duration, Date, Extension, ANI, DNIS, and ACD Name. The data is filtered by 'Excessive Hold Time' and shows 14 items.

Call Index	Agent Name	Hold Time	Duration	Date	Extension	ANI	DNIS	ACD Name
1	Hancock,Jennifer	00:02:19	00:02:34	08/24/2020 1:14:11 PM	6051	1753	1868	Sales
2	Hancock,Jennifer	00:02:19	00:02:34	07/05/2020 1:14:11 PM	6051	1753	1868	Sales
3	Johnson,Christy	00:00:34	00:02:53	07/14/2020 2:50:06 PM	6049			Customer Service
4	Lewis,Marty	00:01:16	00:02:34	09/12/2020 12:00:20 PM	6036	4805442254	1000	Sales
5	Lewis,Marty	00:01:16	00:02:34	08/30/2020 12:00:20 PM	6036	4805442254	1000	Sales
6	Lewis,Marty	00:01:16	00:02:34	08/08/2020 12:00:20 PM	6036	4805442254	1000	Sales
7	Lewis,Marty	00:01:16	00:02:34	07/28/2020 12:00:20 PM	6036	4805442254	1000	Sales
8	Lewis,Marty	00:01:16	00:02:34	07/10/2020 12:00:20 PM	6036	4805442254	1000	Sales
9	Lewis,Marty	00:01:16	00:02:34	07/01/2020 12:00:20 PM	6036	4805442254	1000	Sales
10	Perez,Yolanda	00:01:31	00:02:34	09/24/2020 9:29:17 AM	6032	6236068543	1000	Sales
11	Perez,Yolanda	00:01:31	00:02:34	09/09/2020 9:29:17 AM	6032	6236068543	1000	Sales
12	Perez,Yolanda	00:01:31	00:02:34	09/03/2020 9:29:17 AM	6032	6236068543	1000	Sales
13	Perez,Yolanda	00:01:31	00:02:34	07/21/2020 9:29:17 AM	6032	6236068543	1000	Sales
14	Perez,Yolanda	00:01:31	00:02:34	07/17/2020 9:29:17 AM	6032	6236068543	1000	Sales