



WHITE PAPER



# EXPLORE CONTACT CENTER **INDUSTRY TRENDS**

Exceed Customer Expectations with Targeted Technology

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# INTRODUCTION

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## Revolutionize Contact Center Operations with Comprehensive WFO Solutions

The contact center industry is [projected](#) to witness a significant growth rate of 6.6% over the next few years, ultimately reaching a staggering \$496 billion in value. In a crowded market, customer service is often the key to differentiation and profitability, as customers are willing to pay up to 17% more for companies that provide exceptional customer service. DVSAalytics recognizes the importance of customer service within the contact center industry and has developed a comprehensive Workforce Optimization (WFO) solution, Encore, to help contact centers achieve better customer service outcomes.

The Encore WFO Platform includes a plethora of tools that aim to improve customer service levels, decrease operational costs, reduce employee turnover, and increase employee productivity and engagement. At DVSAalytics, we are fully committed to providing optimal WFO solutions for our clients across various industries. Our comprehensive platform ensures our clients experience unparalleled success within their contact center operations.

This white paper will delve into the many facets of DVSAalytics' Encore WFO platform, including its features, functions, and capabilities. We'll also explore industry trends and how Encore is leading the way in helping contact centers achieve increased efficiency and customer satisfaction. Finally, we will discuss how Encore provides businesses with the tools for success in their contact center operations.



# HOW YOU CAN TRANSFORM YOUR CUSTOMER SERVICE

Workforce Management solutions help companies manage their staff more efficiently through forecasting, scheduling, intraday management, real-time adherence and reporting.

Delivering exceptional customer service is paramount in the contact center industry. According to a [recent study](#), US companies lose over \$62 billion annually due to poor customer service. The implications of this statistic alone are staggering, pointing to the urgent need for businesses to leverage tools that help their agents achieve better service outcomes.

In Salesforce's [State of the Connected Customer](#) report, 88% of respondents confirmed that good customer service is crucial, especially when switching to new systems or processes. How well agents handle a change in operations serves as a powerful indicator of the effectiveness and user-friendliness of your new system. This is where DVSAalytics makes a difference - offering tools like interaction recording, robust analytics, and automated eCoaching solutions to ensure agents are continually improving their skills and delivering exceptional service.

By embracing DVSAalytics' Workforce Optimization system, companies can reduce the financial losses associated with poor customer service and complicated systems, drive higher customer satisfaction rates, and ultimately drive revenue growth that benefits the entire organization.

**96%** Of customers believe excellent customer service builds trust

**\$62** Billion lost annually due to poor customer service

**88%** Of respondents said that good customer service is crucial



## Encore's Interaction Recording & Analytics

Encore's Interaction recording and Analytics features are a comprehensive solution for contact centers seeking more profound insight into their operations.

Encore empowers contact center managers to make informed decisions regarding training needs, process improvement, and overall optimization by capturing every aspect of the interaction, from screen navigation to task completion.

Moreover, the desktop recording feature seamlessly integrates with existing audio recording solutions to deliver an all-encompassing view of agent performance. Finally, Encore's secure encryption and protected information removal capabilities ensure compliance with privacy regulations while reducing risk and liability. As a result, contact centers can remain compliant with stringent regulations.

**Search & Retrieval** - Encore's Search & Retrieval feature allows organizations to categorize and locate recordings based on specific criteria effectively. Our platform allows for tagging and categorizing interactions, simplifying the retrieval of a given recording. Sorting by variables such as call type, wait times, and priority customers helps drive quality control and customer satisfaction.

**Speech Analytics** - Speech Analytics is a critical aspect of workforce optimization. Encore provides automated quality management for supervisors, enabling them to capture a broad customer experience view without the need to listen to a recording. This feature facilitates the identification of crucial data needed to improve performance, such as training opportunities, baseline performance scores, and Agent Scorecards.





## Quality Management (QM)

Quality Management (QM) is essential to any successful contact center operation. For this reason, Encore incorporates elevated QM features like automated eCoaching, which has been proven to improve overall performance significantly. In fact, in one recent instance, a contact center team that employed Encore's QM with Automated eCoaching saw an impressive 37% improvement in their overall performance.

Encore's QM creates a measurable impact in contact center operations by providing agents with clear guidance on improving customer interactions. QM also includes quizzes with assignments, showing even more impressive results. The contact center team that implemented this system improved their performance by a staggering 70%. This drastic improvement can be attributed to the fact that coaching is done in a timely and automated way, using eLearning lessons that are prompted by low-performance scores.

### The benefits of Automated eCoaching

- Coaching can occur closer to when it needs to
- Assignments are tailored to the specific needs of each agent
- Training effectiveness can be assessed with required quizzes



# HOW TO ADDRESS RISING OPERATIONAL COSTS

Encore's solution is designed to help businesses address the challenge of rising operational costs. Our solution yields a return on investment and delivers a range of benefits that cost less than what companies are already paying. Our Workforce Management (WFM) features aim at minimizing the total cost of ownership (TCO). At the same time, our WFO solutions offer far more value for a fraction of the cost than other solutions on the market.

## Workforce Optimization (WFO)

DVSAalytics' Workforce Optimization (WFO) solution, Encore, offers more than just basic service level objective compliance.

Encore focuses on removing unnecessary tools and streamlining decision-making processes and, in effect, outcompetes other WFO technologies. Our solution includes the following:

- Interaction recording
- Analytics tools for improved decision-making
- Agent engagement tools
- WFM capabilities
- Seamless integration with existing systems



**54%** of contact centers say the top challenge they face is increasing operational costs.

## Workforce Management (WFM)

WFM is essential to an effective Workforce Optimization (WFO) strategy. DVSAalytics' Encore solution empowers businesses to optimize their staffing levels based on historical data and forecast demands, leading to improved efficiency. The removal of hardware and a reduction in IT staff burden lowers total cost of ownership (TCO).

DVSAalytics consistently lower costs where we can, so Encore includes automatic software updates at no additional charge. Now, businesses can remain up-to-date with the latest features and functionality to enable a profitable contact center operation.

Additionally, Encore includes a feature that gathers real-time agent adherence data, ensuring informed decisions are made based on comprehensive insights into agent performance, planned activities, and current activities. These factors combined contribute to a WFM solution that drives business success.

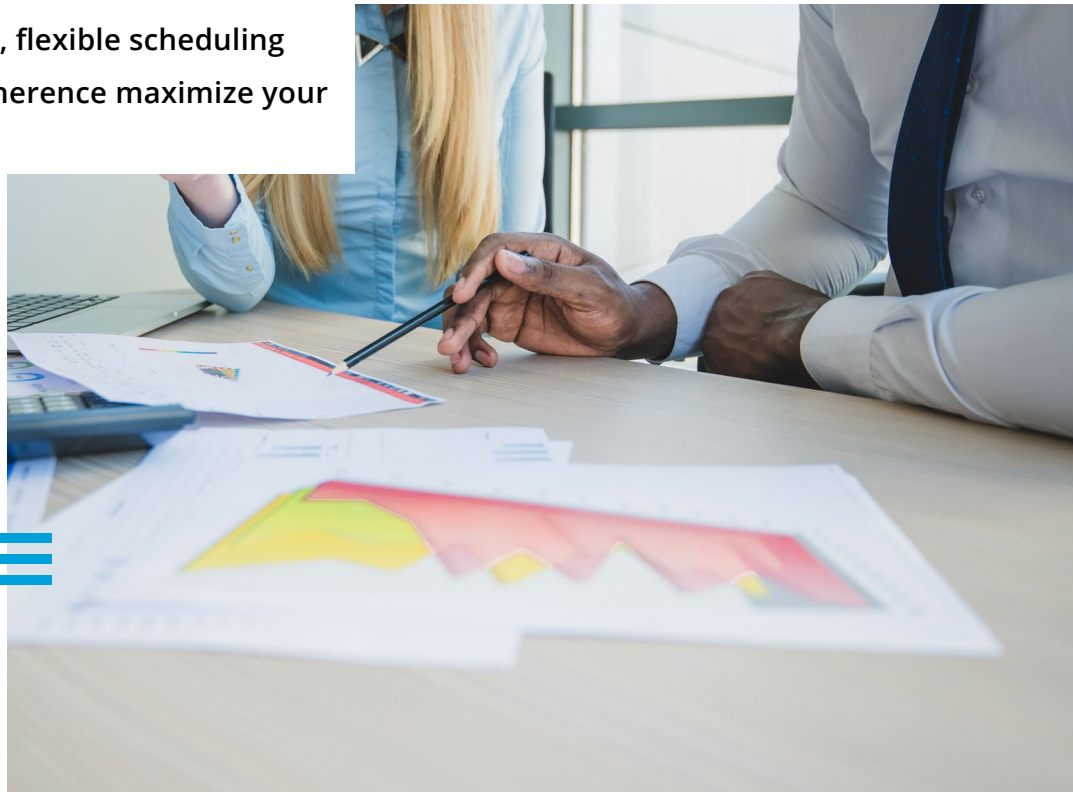
## Budget Neutral Pricing Model

Our Encore package offers a budget-neutral pricing model for small and midsize businesses, ensuring cost-effectiveness without sacrificing vital features or functions. Unlike other WFO solutions, our pricing includes support and maintenance, allowing companies to save significantly on their WFO solution.

Our budget-neutral pricing model ensures that your business only pays for essential support services without exceeding your budget. Implementing the Encore system includes installation, support, and training costs integrated into one affordable package that eliminates any surprise costs.

Encore's user-friendly system design is easier to maintain and requires less investment in training time. Despite how intuitive the system is, Encore's advanced functionality surpasses the capabilities of other systems. As such, businesses can optimize their workforce cost-effectively without sacrificing quality, ease of use, or budget allocations.

Multiple forecasting methods, flexible scheduling tools, and real-time agent adherence maximize your contact center resources.



## Encore Does More for Less

Encore offers the ideal solution for contact centers looking for cost-effective ways to add or expand their functionality. It integrates seamlessly with various PBX and UC platforms such as Avaya, Mitel, Cisco, NEC, RingCentral, Xima and many more, making it entirely scalable to any business size.

Encore is also inexpensive to maintain due to its ability to operate with fewer servers, resulting in a lower TCO and a more significant ROI. With Encore, contact centers can have all the benefits of workforce optimization without spending a cent more than their current solution.



# INCREASE PERFORMANCE DECREASE TURNOVER

DVSA Analytics recognizes contact centers' challenges in maintaining agent performance and engagement levels. There's a direct correlation between high turnover rates and poor performance, leading to dissatisfied customers. With Encore's robust WFO tools, however, employees have everything they need to remain engaged, productive, and focused.

Encore enables contact centers to streamline their workflows better by effectively connecting disparate systems, allowing agents to handle complex inquiries more quickly. What's more, gamification within WFO helps to incentivize and reward agents, resulting in overall improved performance and morale. Ultimately, happier agents lead to more satisfied customers, and WFO is the perfect tool to achieve this.

39% of contact centers say turnover is their biggest challenge.

## Gamification

Gamification by Encore is a powerful tool for keeping customer service agents engaged and motivated. Individuals are more likely to improve and achieve their goals by encouraging employee development and providing rewards-based incentives.

Encore includes gamification features that help companies improve customer service and employee satisfaction. This not only benefits business objectives but also enhances the customer experience.



# COMBAT YOUR HIRING & ATTRITION ISSUES

Encore contains a highly effective WFM solution to some of the contact center industry's biggest challenges: hiring and attrition. With real-time schedule adherence, automated quality assurance, customizable coaching, and gamification, the platform helps reduce employee burnout, improve performance, and foster a better work-life balance for staff. In effect, contact centers can realize lower attrition rates, increased customer satisfaction, and improved ROI.

49% of contact centers in a recent survey say that hiring enough agents is their top challenge.



## Optimized Scheduling & Greater Flexibility with WFM

Optimized scheduling and greater flexibility are crucial aspects of workforce optimization that ensure that employees are efficiently utilized while minimizing work-related stress. Encore provides a full suite of capabilities that allows managers to add or reassign activities to agents experiencing idle time or adjust the schedule for time off. Moreover, intraday management ensures that staffing loads are managed optimally and that employees are not burdened beyond their capacity to meet targets.

Supervisors can leverage the capabilities of WFM to assign offline tasks to agents during idle time. This improves the overall productivity of the workforce and allows them to maximize their time to complete more work. Alternatively, agents can request shift changes, submit their availability, manage time-offs, and switch shifts from the comfort of their homes or on-site. By using Encore's web portal to do so, agents are empowered to manage their schedules independently, increasing their life-work balance and reducing absenteeism.

With WFM, contact centers can optimize scheduling and gain greater flexibility in managing workloads, reduce employee stress, improve productivity, and encourage a healthy work-life balance. This results in reduced absenteeism, attrition, and higher job satisfaction.

## Simplify Agent Scheduling

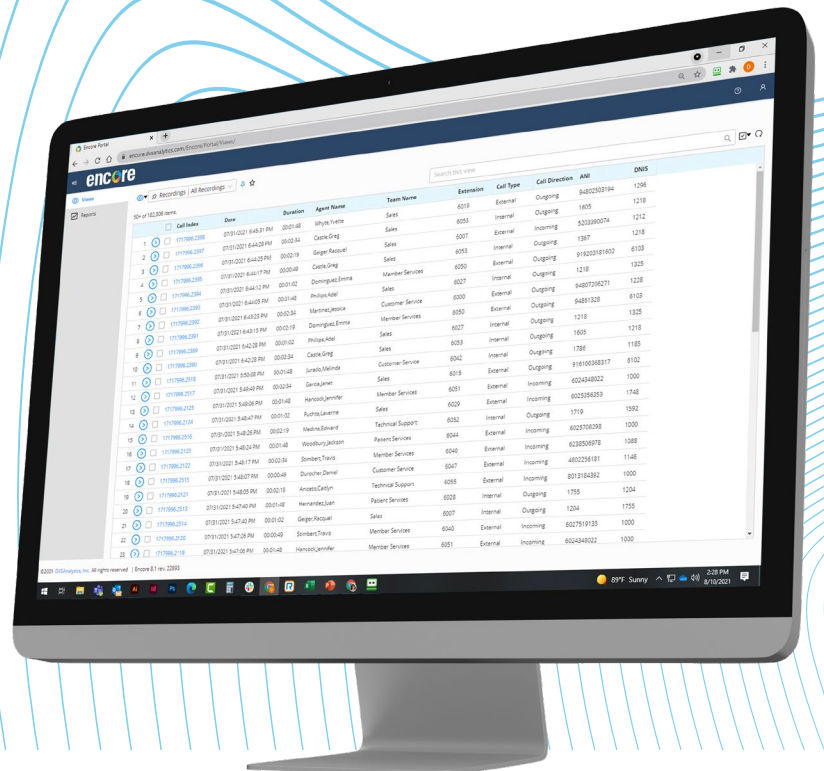
Implementing a platform like Encore can significantly enhance the efficiency and effectiveness of a call center's operations. With WFM tools, staff scheduling becomes flexible and easy to manage. Encore can easily accommodate spikes in call volume by scheduling additional staff, reducing the stress associated with heavy call volumes. Similarly, call centers can adjust schedules during low call volume times, reducing labor costs and optimizing staffing levels. DVSAntalyics' Encore solution maximizes resources and delivers valuable business insights, resulting in meaningful cost reductions and enhanced service quality.

**Bursting Feature** — Encore's Bursting feature is a valuable resource for businesses that experience fluctuations in their user demand throughout the year. With the ability to scale up the number of software users as needed, companies can avoid the hassle of signing new contracts or placing additional orders. This feature provides the flexibility to optimize workflows during busy seasons, enhancing productivity and overall business operations.

**Forecasting** — Using Forecasting with Encore enables managers to generate scheduling forecasts based on historical trends across single or multi-skilled teams and for omnichannel interactions. This ensures contact centers are equipped to meet customer demand while maintaining optimal staffing levels.

**Intra-Day Management** — Use Encore to easily manage agent schedules and multiple shift types, even rotational shifts. The solution offers real-time data and insights for better decision-making, ensuring optimized agent schedules and reducing agent burnout.

39% of contact centers say handling call volume spikes is their biggest challenge.



# WHY DVSAalytics?

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DVSAalytics is the ideal partner for contact centers seeking to maximize resources and improve customer satisfaction. Our WFO solution, Encore, offers a comprehensive tool suite to reduce expenses while increasing operational efficiency.

Including easy-to-use Speech Analytics and reporting capabilities, managers can gain better visibility into their operations, equipping them with the data needed to make informed decisions that can improve customer service and increase productivity.

Encore equips contact centers with the tools they need for success, from forecasting and bursting capabilities to gamification and intra-day management. Ultimately, this ensures agents are productive and motivated while customers receive superior service - resulting in higher customer satisfaction and engaged contact center employees.

With Encore, businesses are empowered to do more with less, helping to realize remarkable success in their customer service outcomes. Contact DVSAalytics today to get started with Encore and see how our WFO solution can elevate your contact center operations.



**Gain a competitive edge today!**

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