



# DVSAnalytics

## IDENTIFY CUSTOMER INTERACTIONS THAT MATTER

Flag interactions with unhappy customers and, if necessary, take immediate action.



## IMPROVE EMPLOYEE PERFORMANCE

Cut supervisor/agent time up to 50% with eCoaching.

## ENSURE COMPLIANCE & REDUCE RISK

Comply with security requirements for PCI, HIPAA and other regulatory bodies with compliance tools.

## ENHANCE WORKFORCE SCHEDULING

Forecast to meet your service level objectives and quickly implement intraday scheduling changes.



## 6 COMMON CONTACT CENTER ISSUES SOLVED

Encore® Workforce Optimization from DVSAnalytics is engineered to seamlessly integrate into your existing UC platform and contact center software, on-premise or in the cloud.



## RESOLVE DISPUTES

Easily locate specific voice and screen recordings to quickly resolve misunderstandings.



## INCREASE EMPLOYEE ENGAGEMENT

Engage your agents while increasing their job performance, satisfaction and sales rates with engagement tools.