

# 7 ADVANTAGES OF ENCORE FOR FINANCIAL INSTITUTIONS

Workforce Optimization and Workforce Engagement Management from DVSAalytics



## QUALITY MANAGEMENT

Improve agent performance and new staff training for better customer service, employee retention, and increased participation. Gain valuable insight into customer interactions.



## DISPUTE RESOLUTION

Quickly respond to inquiries and complaints related to customer interactions with quality call and screen recordings, extensive data capture, and powerful search capabilities.



## INCIDENT DOCUMENTATION FOR LEGAL PURPOSES

In case of lawsuits or other legal proceedings, Encore® delivers a comprehensive record of each interaction with activity logs and controlled permissions to meet evidentiary standards.



## AGENT SCHEDULING

Encore Workforce Management provides the software tools to forecast staffing requirements and optimize schedule adherence.



## INBOUND ACTIVITY MONITORING

Evaluate customer interactions based on specific marketing programs or campaigns with Encore Desktop Analytics and Post Contact Surveys.



## INTEGRATION WITH MAJOR CRMS

Interoperability with most customer relationship management solutions, such as Salesforce, enables powerful search functionality.



## SECURITY & ADVANCED FRAUD DETECTION

Encore delivers strict retention schedules, controlled access, PCI compliance standard 256-bit AES encryption, multi-level permissions, audit logs, and more.

