7 BENEFITS OF WORKFORCE OPTIMIZATION FOR CREDIT UNIONS

DVSAnalytics Workforce Optimization (WFO) **costs 25% less** than competing products and delivers the tools you need to enrich your contact center.



Set service standards and ensure agents are meeting or exceeding them by automatically reviewing recordings and implementing eCoaching.

DVSAnalytics

FOR CREDIT UNIONS

SCHEDULE AGENTS WITH EASE & ACCURACY

Forecast staffing requirements and optimize agent scheduling with Workforce Management. Easily adjust for seasonal changes and check schedule adherence in real time.



Leverage strict retention schedules, controlled access, PCI-compliant 256-bit AES encryption, multi-level permissions, audit logs, and more to protect interaction recordings and data.

REACH BUSINESS GOALS WITH AGENT MOTIVATION



Offer bonus points to encourage agents to promote certain products, such as self-service options, helping your organization reach its goals.

RESOLVE DISPUTES

Respond to inquiries and complaints related to customer interactions with quality call and screen recordings and extensive metadata capture. Powerful WFO search capabilities speed response and, ultimately, resolution.

CHANGE A UC-PLATFORM & / KEEP YOUR WFO SOLUTION /

When using a WFO solution that integrates with major UC platforms, there's no need to worry if your contact center decides to migrate to a new platform. A robust WFO system integrates with a variety of UC platforms, saving you time (and cost) in installation, configuration, and training.

DOCUMENT INCIDENTS FOR LEGAL PURPOSES

In case of lawsuits or other legal proceedings, a reliable call recording platform delivers a comprehensive record of interactions with activity logs and defined user permissions to meet evidentiary standards.

Enhance the performance of your contact center with DVSAnalytics Workforce Optimization solutions.

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