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TELUS Business Connect®
Encore Platform Overview

Encore Workforce Optimization Solution
Version 8.3 or later

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encore

DVSAnalytics
Phone: (480) 538-2020
Email: info@DVSAnalytics.com
Web: www.DVSAnalytics.com

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Introduction

The Encore system integrates with the TELUS Business Connect® system (TELUS) via TELUS APIs. Integrating with TELUS allows the Encore system to successfully perform the following functions:

- Audio Collection – Download call recordings for the selected TELUS agents.
- Data Capture – Receive data associated with the downloaded call recordings.

Supported Call Data Capture

The Encore system provides the following standard data with each call recording.

- Date
- Date UTC

- Duration
- Agent Name

- Team Name

The following is a list of call data elements provided by TELUS that can be collected with each recording.

- ANI
- Call Direction
- Call Type

- DNIS
- Extension
- Other Party Number

- RC Call ID
- RC Recording ID
- Recorded Party Name

For a description of each data element, refer to "Appendix 1: Glossary" on page 4.

Software Requirements

SYSTEM	SOFTWARE REQUIREMENTS
Encore system	- Encore Cloud Subscription
TELUS Business Connect	- Business Connect Enhanced and above

Overview

Encore communicates with the TELUS system to download recordings and call information and import the information into Encore.   Encore allows users to easily find recordings, perform quality management on the recordings, perform Speech Analytics and associate an Encore desktop recording with the TELUS audio recording for synchronized playback.

Appendix 1: Glossary

agent

A person who handles phone calls. Other variations include operator, attendant, representative, customer service representative (CSR), telemarketer, phone sales representative (TSR), and so on.

agent name

The agent name associated with the recorded extension.

ANI

Automatic Number Identification. For inbound calls, this is the phone number from which the customer is calling (may not be supported by the trunk). For outbound calls, this is the dialed number.

call direction

The direction is either inbound or outbound.

call record

An entry in a database that holds the data associated with a call.

call type

The call type is either internal or external.

date

The date and time the call recording started.

date UTC

The UTC date and time the call recording started.

DNIS

Dialed Number Identification Service. For inbound calls, this is the number the person making the call dialed.

duration

The duration of the call in seconds.

extension

The number associated with a person's phone or softphone.

external calls

In these calls, the calling or called parties are outside the PBX.

inbound

Calls which are received/answered by a recorded party.

internal calls

Calls made between extensions on the same PBX.

other party number

Number of the other party on the line with the person being recorded; if external and an incoming call, this is the ANI.

outbound

Calls which are initialed/placed by a recorded party.

PBX

Private Branch Exchange. The phone system to which the office phones are connected.

recording

The audio recording and database record associated with a single phone call or conversation.

RC call ID

The ID of the call assigned by TELUS.

RC recording ID

The ID of the audio recording assigned by TELUS.

team name

The name of the agent's team. Teams are used for grouping agents together either by a department or function.