

5 WAYS DVS DOES MORE FOR LESS

AFFORDABLE EXCELLENCE: MAXIMIZING CONTACT CENTER EFFICIENCY WITH ENCORE'S FEATURES

Encore, the flagship product of DVSanalytics, is a comprehensive contact center solution designed to optimize operations while keeping costs in check. With its advanced features and customization options, Encore enables businesses to do more for less.

1

LOW TCO & HIGH ROI

Our solution is highly efficient, typically requiring fewer servers than many of our competitors. This not only makes our infrastructure cost-effective to maintain but also makes the overall expenses of purchasing, installing, and maintaining with Encore much lower compared to what many competitors charge for annual maintenance alone.



2

COST-EFFECTIVE LICENSING MODELS

Optimize your budget by leveraging subscription licensing, whether it's for on-premise, cloud-based, or hybrid solutions. Contact centers can also streamline account management and renewals with co-term licensing, simplifying the process while maintaining flexibility.



3

ADD QM, WFM, AND SPEECH ANALYTICS ON TOP OF CALL RECORDING

Contact centers can benefit from features such as QM and Speech Analytics at a fraction of the cost of competing solutions that only offer call recording.



4

FREE TRAINING & UPGRADES

Contact centers can benefit from an affordable solution that doesn't compromise quality or features. Encore eliminates the need to allocate a budget for upgrades or training, making it a cost-effective option for contact centers of any size or scale.



5

SMARTER BUSINESS DECISION MAKING

Make well-informed decisions by leveraging comprehensive analytics and insights from our diverse range of contact center tools. With DVS, you can access essential decision-making data to drive efficiency gains, enhance customer satisfaction, boost staff productivity, and improve employee satisfaction.



GET STARTED WITH ENCORE TODAY!

With Encore by DVSanalytics, you can improve efficiency, productivity, and customer satisfaction while keeping your budget under control. Get in touch with the DVS team today to get started with Encore.