Encore Version 9.1 From DVSAnalytics

DVSAnalytics is set to redefine the parameters of customer engagement and Workforce Engagement Management (WEM) for contact centers with the release of Encore version 9.1. Conversational Analytics transcribes audio recordings into text that is easily filtered/sorted to identify keywords and phrases. The incredibly valuable data is now readily available to assist Contact Center supervisors with their goals to enhance efficiency while improving customer care and agent performance.

Additional Features

- Affordable speech analytics
- Integration of WFO and Speech Analytics
- Instantaneous automated speech recognition
- Combined conversation, call, and desktop analytics
- Seamless interaction data
- Integrate speech content with existing views, filters, and alerts

Enhanced Benefits

- Enhanced customer experience insights
- Improved customer engagement and WEM
- Efficient interaction data access
- Enhanced agent training and coaching
- Timely and individualized evaluations
- Improved issue resolution and service quality
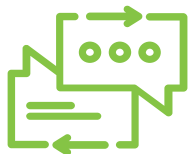
Conversational Analytics   **WEM**   **Customer Experience**

Contact the DVS team today to elevate your call center's operations and enhance the customer experience.

DO MORE ~~WITH~~ *For* LESS – GO DVS

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