# DVSANALYTICS ENCORE RELEASE HIGHLIGHTS

Encore Workforce Optimization / Workforce Engagement
As of August 16, 2024

DVSAnalytics Encore® Workforce Optimization and Engagement Management solutions expand and improve features with each new release. Highlights of the previous releases are summarized below. End user customers who are covered by Software Assurance Agreements are eligible to receive regular software updates at no additional charge.

To learn more about the new software versions or to schedule an upgrade, contact DVS Customer Support at 800-910-4564.

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| **Encore 9.1**<br>August 2024 | • A new embedded process automatically transcribes audio files when licensed with an optional subscription | • A new Transcripts pane on the Recordings page player displays transcribed audio<br>• New Transcript filters can be used to select records based on phrases or speaker sentiment |
| **Encore 9.0**<br>November 2023 | • A new Contest Manager simplifies contest creation and management<br>• The interaction player integrates audio, screen, and contact details for more natural and efficient interaction review<br>• Sharing of interactions by URL now supports all the same functions as the integrated recordings player | • Encore 9 includes evaluation data export for third-party reporting tools<br>• The agent import process can now set the screen recorded field on import<br>• Encore 9 supports improved audio recording quality for speech transcription<br>• All access to 'classic' Encore has been removed from Encore 9.0 |
| **Encore 8.6**<br>March 2023 | • Live Monitor has been transitioned to Encore Portal for continued access to recordings in progress<br>• Quick Filters have been added to all views for fast and easy view filtering<br>• An email summary option has been added to the user import wizard | • Calibrations have been transitioned to Encore Portal to continue support for managing multiple Evaluators<br>• System views can now be edited by Administrator users<br>• Calls and metadata can be imported from NEC Univerge Blue Engage |

**Encore 8.5**
December 2022

- Add Quality Management tools to Encore Portal for QA authors
- Added support for Evaluation form sharing and disabling N/A for questions
- Added support for 2-channel audio recording with Avaya DMCC

- Enhanced Ring Central integrations to support JWT authentication
- Added support to import calls and metadata from Avaya Call Reporting (ACR) and Xima Chronicall platforms

**ENCORE 8.4**
July 2022

- Added Configuration menu to Encore Portal for Administrative controls
- Added Views for Agents and Users
- Expanded the Group Admin settings

- Added permissions for Views by dataset
- Encore Cloud customers can now make administrative changes
- Added GUID option for WebURL

**ENCORE 8.3**
January 2022

- Added Dashboards and dashboard management to Encore Portal
- Added Assignments widget and support for Assignment completion in Encore Portal
- Added Contest and Reward Bank Widgets in Encore Portal

- Revised Views dropdown lists for separate view type navigation
- Added automatic restart feature to Encore Agent Assist

**ENCORE 8.2**
November 2021

- Added Evaluations to Encore Portal
- Added Evaluations Views to Encore Portal
- Added Evaluation Sessions to Encore Portal

- Added ability to let user continue an evaluation sessions where they left off
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**ENCORE 8.1**
April 2021

- Added Reports to Encore Portal
- Added Audit Log to available views

- Added ability to automatically resume recording when using Agent Assist

**ENCORE 8.0**
October 2020

- Added new user interface, Encore Portal. It can be accessed from a personal computer, tablet, or smart phone.  It supports the Chrome, Edge, and Safari browsers.
- Encore Portal allows users to create sophisticated and flexible selection criteria called Views.
- Users can be notified when the View reaches a threshold defined by the user.

- NEC Streaming interface is now a Windows Service.
- Cisco Built-in Bridge stream interface is now a Windows service.
- Added several UCaaS integrations

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