Chorus by DVSAnalytics

Like a musical chorus, with many voices performing in unison, Chorus blends previously disparate applications into a single, synchronized CX performance.

Chorus brings together Unified Communications and Customer Experience Management technologies into a single, brandable portfolio. It's designed to deploy into any organization with around-the-clock support, so teams can standardize CX globally while keeping costs and complexity in check. Choose the full suite or start with one or two modules and scale at your pace.

(Wheel diagram: Guidance & Knowledge, Productivity & Management, UC, CX, Number Manager, CHORUS by DVSAnalytics)

Components of Chorus

Guidance and Knowledge: Real-time guidance, knowledge surfacing, and agent assist to reduce handle time and boost first-contact resolution.

Number Manager: Advanced, network-level call control and routing logic for reliable, resilient voice experiences. Both IVR / PCI included.
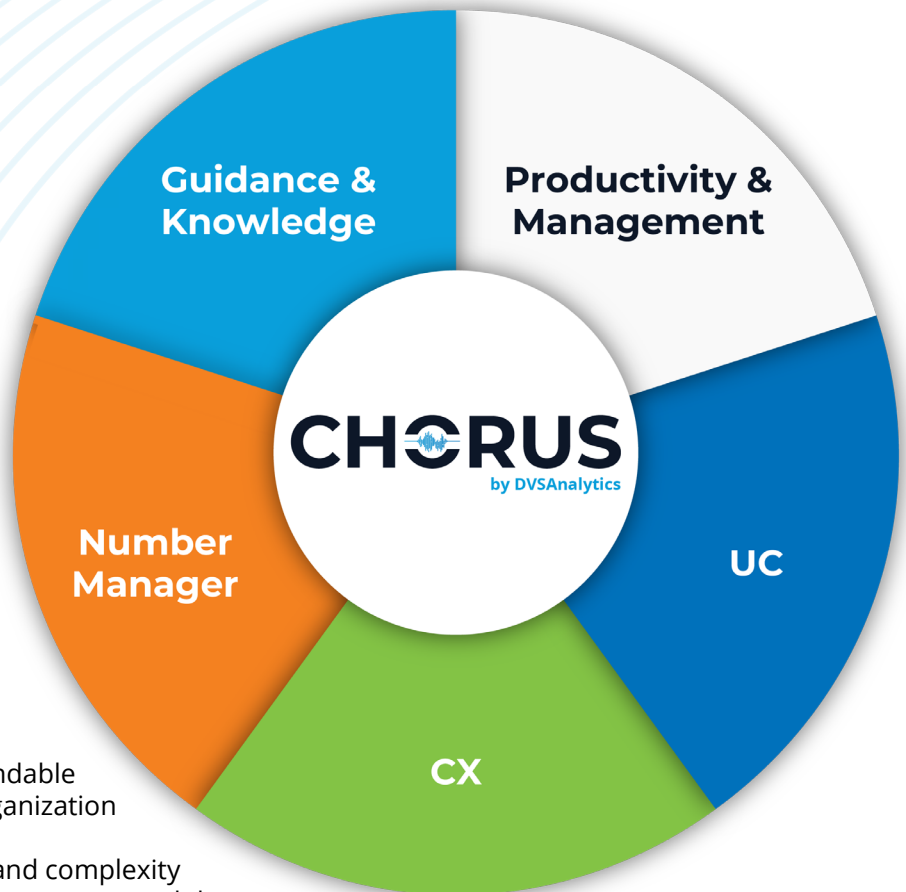
UC: UCaaS Platform that includes cloud calling, messaging, meetings, Teams integration and collaboration, globally delivered.

CX: CCaaS, Omnichannel with voice, chat, email, and social; AI chatbots; advanced reporting; and compliance-ready recording.

Productivity and Management: Encore suite including Workforce Management (WFM), Workforce Optimization (WFO), Quality Management, and Speech Analytics to elevate performance and compliance.

Benefits of Chorus

- **End-to-end CEM in one suite - no multi-vendor juggling.**

- **Global reach & 24×7 support to standardize CX across regions.**

- **Enterprise-class features at an SME price point.**

- **Open platform with deep integrations to your CX stack and data.**

- **Simple, flexible pricing & licensing you can scale with.**

- **Partner-ready, white-label services for channel growth.**

- **Roadmap you can trust, published and committed.**

Talk to Our Team to Explore Chorus

Every Chorus element can be purchased today, standardized as a suite or deploy modules as you need them.