



NEWS RELEASE

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dvsAnalytics, Inc. Receives 2015 CUSTOMER Contact Center Technology Award

Encore eCoaching Quizzes honored for improving customer service technology

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Scottsdale, AZ – [dvsAnalytics, Inc.](http://dvsAnalytics.com) announced today that [TMC](http://TMC.com), a global, integrated media company, has named Encore eCoaching Quizzes as a 2015 CUSTOMER Contact Center Technology Award winner presented by [CUSTOMER Magazine](http://CUSTOMER Magazine.com).

“We are excited to offer this new technology to our customers. Quizzes help to close the loop on assigned eCoaching activities and identify areas where a manager may need to provide additional one-on-one coaching,” says Kathleen Kelly, President and CEO.

Triggered at the completion of an eCoaching assignment, Encore Quizzes are designed to measure an agent’s attentiveness during the assignment, as well as, the agent’s ability to retain the lesson content. For agent and manager visibility, quiz scores are retained in the agent’s completed activities and evaluations page.

“Congratulations to dvsAnalytics, Inc. for being awarded a 2015 CUSTOMER Contact Center Technology Award. Encore eCoaching Quizzes has been selected for demonstrating innovation, quality and unique features which have had a positive impact on the customer experience,” said [Rich Tehrani](http://Rich Tehrani.com), CEO, TMC. “We’re pleased to recognize this achievement.”

This tenth-annual Contact Center Technology Award, presented by *CUSTOMER Magazine*, honors vendors and technologies that have embraced technology as a key tool for customer service excellence. This award distinguishes their success as innovators, thought leaders, and market movers in the contact center and customer care industries.

Results of the 2015 CUSTOMER Contact Center Technology Award will be published in the July/August edition of *CUSTOMER Magazine*.

About dvsAnalytics, Inc.

dvsAnalytics is a leading provider of workforce optimization software that enables organizations to improve their contact center performance while enhancing the customer experience. The company's Encore[®] Suite includes comprehensive applications for recording, quality management, workforce management, and analytics. Encore is particularly known for its automated coaching, integrations with industry-leading communication platforms, and its rapid return on investment. dvsAnalytics has been successfully delivering these solutions to enterprises, across all industries, for over 30 years. From its innovative solutions to exceptional support, customers and resellers find that doing business with dvsAnalytics is a pleasant and profitable experience. Learn more at <http://www.dvsAnalytics.com>.

About CUSTOMER

Since 1982, [CUSTOMER](http://www.customer.tmcnet.com) magazine (formerly *Customer Interaction Solutions*) has been the voice of the call/contact center, CRM and teleservices industries. *CUSTOMER* has helped the industry germinate, grow, mature and prosper, and has served as the leading publication in helping these industries that have had such a positive impact on the world economy to continue to thrive. Through a combination of outstanding and cutting-edge original editorial, industry voices, in-depth lab reviews and the recognition of the innovative leaders in management and technology through our highly valued awards, *CUSTOMER* strives to continue to be the publication that holds the quality bar high for the industry. Please visit <http://www.customer.tmcnet.com>.

About TMC

TMC is a global, integrated media company that supports clients' goals by building communities in print, online, and face to face. TMC publishes multiple magazines including [Cloud Computing](#), [IoT Evolution](#), [Customer](#), and [Internet Telephony](#). TMCnet is the leading source of news and articles for the communications and technology industries, and is read by 1.5 million unique visitors monthly. TMC produces a variety of trade events, including [ITEXPO](#), the world's leading business technology event, as well as industry events: 2015 Connecticut Mobile Summit; Asterisk World; AstriCon; ChannelVision (CVx) Expo; DevCon5 - HTML5 & Mobile App Developer Conference; Drone Zone 360; IoT Evolution Conference & Expo; IoT Evolution Developers Conference; IoT Evolution Fog, Analytics & Data Conference; IoT Evolution Connected Transportation Conference; IoT Evolution Connected Home & Building Conference; MSP Expo; NFV Expo; SIP Trunking, Unified Communications & WebRTC Seminars; Wearable Tech Conference & Expo featuring Fitness and Sports Wearable Technology (FAST) Expo; WebRTC Conference & Expo; and more.

For more information about TMC, visit www.tmcnet.com.

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