



NEWS RELEASE

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dvsAnalytics, Inc. Awarded a 2015 Communications Solutions Product of the Year Award

Encore Mobile Live Monitor Recognized for Exceptional Innovation

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Scottsdale, AZ – [dvsAnalytics, Inc.](http://dvsAnalytics.com) announced today that [TMC](http://TMC.com), a global, integrated media company, has awarded Encore Mobile Live Monitor a 2015 Communications Solutions Product of the Year Award.

“Encore Mobile Live Monitor now provides managers the ability to listen to calls in real-time from anywhere using a smart phone, tablet or desktop computer. With this new application, businesses can discern the most important conversations to listen to and even add voice commentary to calls for enhanced coaching. Encore Mobile Live Monitor is a game-changer in the industry,” says Kathleen Kelly, President and CEO.

Unlike traditional monitoring, Encore Mobile’s monitoring delivers a dashboard displaying the status of agents and teams (highlighting talk and wait times), and allows users to listen live, rewind and insert coaching tips.

“Congratulations to dvsAnalytics, Inc. for being honored with a 2015 Communications Solutions Product of the Year Award,” said [Rich Tehrani](http://RichTehrani.com), CEO, TMC. “Encore Mobile Live Monitor is truly an innovative product and is amongst the best solutions that facilitate voice, data and video communications brought to market in the past twelve

months. I look forward to continued excellence from dvsAnalytics, Inc. in 2015 and beyond.”

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 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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