



**For Immediate Release**

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**For dvsAnalytics, Inc.:**

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**dvsAnalytics' Call Recording and Quality Monitoring Solution Now includes  
SIP Trunk-Side Recording**

**Scottsdale, Arizona — October 25, 2010:** dvsAnalytics, a leading provider of [call recording](#), [screen recording](#), [quality monitoring](#), and [call center analytics](#), today announced the new version of its Encore™ Technology Suite. Now available, Encore version 2.2.9 includes SIP trunk-side recording.

Encore incorporates call recording, screen recording, quality management, and performance management in one platform—all designed to provide organizations with a 360 degree view of each customer's experience. The technology suite is compatible with leading IP business communication systems, including those from Avaya, Cisco, Mitel, NEC, ShoreTel, and several others.

Encore now has the ability to record SIP trunks, enabling users to record entire conversations and capture additional call data. A key advantage of Encore SIP trunk-side is that the complete calls, including interactions that are not specific to a live person's extension such as IVR interactions, ACD messaging, and calls forwarded to cell phones, are recorded. With this integration Encore can now record on both the trunk-side and station-side.

"With the explosion of IP, contact centers and enterprises have more recording methods and vendors to choose from than ever before," said Kathleen Kelly, president and CEO of dvsAnalytics. "While SIP trunk-side recording has many benefits, organizations need to carefully consider several factors, including their current business environment and recording needs, prior to implementation. We are committed to our customer's success and we will continue to work with them to ensure that the configuration is best fit for their organization."

Encore version 2.2.9, which also includes support for Microsoft SQL Server 2008 Standard and Express and Mitel integration enhancements, is available now through our network of qualified reseller partners.

**About dvsAnalytics**

dvsAnalytics (formerly TDI, Inc.) is a leading provider of agent productivity and analytics solutions for enterprises and contact centers. Its award-winning technology, Encore, brings together call and screen recording, quality monitoring, performance management, coaching, and reporting into a unified solution for analyzing customer interactions, capturing business intelligence, and enhancing the customer experience. For more information, visit [www.dvsAnalytics.com](http://www.dvsAnalytics.com).