



**For Immediate Release**

April 13, 2010

**Media Inquiries:**

Rachel Sauerbrey, dvsAnalytics  
480.538.7744  
[rsauerbrey@dvsAnalytics.com](mailto:rsauerbrey@dvsAnalytics.com)

**Media Inquiries:**

Jonathan Varman, Avaya  
908.953.6432  
[jvarman@avaya.com](mailto:jvarman@avaya.com)

**dvsAnalytics' Solution Now Rated "Avaya Compliant"**

*Encore recording, quality management and performance management application is compatible with key Avaya IP telephony solutions*

**Scottsdale, Arizona — April 13, 2010:** dvsAnalytics, a leading provider of data, video, speech recording and analytics, today announced that its [Encore™ Technology Suite 2.2.7](#) is compliant with key Internet protocol (IP) telephony solutions from Avaya, a leading global provider of business communications applications, systems and services.

The Encore Technology Suite incorporates [voice recording](#), [screen recording](#), [quality management](#), and [performance management](#) to provide organizations with a 360 degree view of the customer experience. Encore helps organizations improve employee performance and business processes, enhance service levels, and identify training opportunities. The application now is compliance-tested by Avaya for compatibility with: Avaya Aura™ Communication Manager 5.2, Avaya Aura™ Application Enablement Services (AES) 4.2.3, and Avaya IP Office 5.0.

"Our customers trust dvsAnalytics and Avaya to achieve their business goals," said Christopher Faulkner, vice president of sales at dvsAnalytics. "Compliance testing eliminates much of the risk associated with integrating technology platforms. We remain committed to providing our partners and end-users with innovative and interoperable solutions that improve productivity and enhance processes."

dvsAnalytics is a member of the Avaya DevConnect program—an initiative to develop, market and sell innovative third-party products that interoperate with Avaya technology and extend the value of a company's investment in its network.

As a Gold member of the program, dvsAnalytics is eligible to submit products for compatibility testing by the Avaya Solution Interoperability and Test Lab. There, a team of Avaya engineers develops a comprehensive test plan for each application to verify whether it is Avaya compliant. Doing so ensures businesses can confidently add best-in-class capabilities to their network without having to replace their existing infrastructure—speeding deployment of new applications and reducing both network complexity and implementation costs.

"We are pleased that dvsAnalytics' Encore Technology Suite successfully completed Avaya compliance testing," said Eric Rossman, vice president, Developer Relations, Avaya. "The Encore solution expands our product portfolio and provides Avaya customers with a reliable and scalable call recording and performance management option."

**About Avaya**

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya

for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit [www.avaya.com](http://www.avaya.com). For more information on the Avaya DevConnect program, visit [www.avaya.com/devconnect](http://www.avaya.com/devconnect).

**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 voices 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, contact Rachel Sauerbrey at 480.538.7744 or visit [www.dvsAnalytics.com](http://www.dvsAnalytics.com).