



**For Immediate Release**

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**dvsAnalytics' Recording and Analytics Solution Achieves ShoreTel Validation**

**Scottsdale, Arizona — May 5, 2011:** dvsAnalytics, a leading provider of call recording and contact center analytics, today announced its Encore™ Technology Suite 2.3.0 is now validated with the latest unified communications (UC) system from ShoreTel, a leading provider of IP UC solutions. In addition, dvsAnalytics has joined the ShoreTel Innovation Network as a validated alliance member.

Encore incorporates [call recording](#), [screen recording](#), [quality management](#), and [analytics](#) in one platform—all designed to provide organizations with a 360 degree view of each customer's experience. It also helps organizations improve employee performance, enhance business processes and maintain compliance with the latest regulations.

The Encore suite successfully completed interoperability testing and is now validated with ShoreTel's UC solution. With this integration, Encore can record calls via three different methods — station-side, trunk-side or subscription-based calls. Depending on the recording method, a variety of switch data, including the ANI, DNIS, extension, among others, can be captured and searched on later for business intelligence. In addition, ShoreTel's ability to notify all parties that the call is being recorded via beep tones is supported by Encore.

"We are proud to continue delivering on our commitment to integrate with leading unified communications solutions," said Dana Wiggin, national director of channel sales at dvsAnalytics. "With this validation, ShoreTel and dvsAnalytics customers have access to proven, best-of-breed solutions that offer seamless support and enterprise-level functionality. Together, we can help our users improve employee productivity and increase customer satisfaction."

dvsAnalytics is a member of ShoreTel's Innovation Network, which provides market and innovation leaders the opportunity to expand their reach by connecting directly with ShoreTel's growing community of channel reseller partners.

"We are pleased that dvsAnalytics' Encore suite achieved validation with ShoreTel," said Kevin Gavin, chief marketing officer at ShoreTel. "The Encore solution leverages ShoreTel's open, third party interfaces and expands our unified communications portfolio by providing ShoreTel customers with a call recording and analytics solution designed to protect sensitive data and enhance performance."

**About ShoreTel**

[ShoreTel](#), Inc. (NASDAQ: SHOR) is the provider of brilliantly simple Unified Communication (UC) solutions based on its award-winning IP business phone system. We offer organizations of all sizes integrated, voice, video, data, and mobile communications on an open, distributed IP architecture that helps significantly reduce the complexity and costs typically associated with other solutions.

The feature-rich ShoreTel UC system offers the lowest total cost of ownership (TCO) and the highest customer satisfaction in the industry, in part because it is easy to deploy, manage, scale and use. Increasingly, companies around the world are finding a competitive edge by replacing business-as-usual with new thinking, and choosing ShoreTel to handle their integrated business communication. ShoreTel is based in Sunnyvale, California, and has regional offices in Austin, Texas, United Kingdom, Sydney, Australia and Munich, Germany. For more information, visit [www.shoretel.com](http://www.shoretel.com).

#### **About dvsAnalytics**

dvsAnalytics 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).