



For Immediate Release

June 24, 2010

For dvsAnalytics, Inc.:

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Free Encore System for dvsAnalytics' Reseller Partners

Scottsdale, Arizona — June 24, 2010: dvsAnalytics, a leading provider of data, video, speech recording and analytics, announced today that its [Encore™](#) VoIP (Voice over Internet Protocol) System is available for certified reseller partners at no charge. With Encore installed in their organization, partners can easily demonstrate its benefits to end-user customers.

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 improve employee performance and business processes, enhance service levels, and identify training opportunities.

dvsAnalytics provides both [end-user](#) and [reseller training](#) through regularly scheduled webinar classes. And with their own Encore system, reseller partners will obtain hands-on experience and the ability to offer in-depth, live product demonstrations to potential end-users.

“Having experienced, first-hand, process improvements internally by using our own technology, we are excited to offer our reseller partners the Encore platform for their organizations,” said Christopher Faulkner, vice president of dvsAnalytics. “They have invested time and effort into becoming certified and, in return, we will continue to provide the tools and resources needed to help them gain a competitive advantage and increase sales.”

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.