



For Immediate Release

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For dvsAnalytics, Inc.:

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dvsAnalytics Releases Encore Version 2.2.8

Major enhancements include SNMP support, best practice evaluations, global search capabilities and enhanced integrations

Scottsdale, Arizona — July 21, 2010: dvsAnalytics, a leading provider of data, video, speech recording and analytics, announced today the new release of Encore™ version 2.2.8. Available immediately, this latest version of Encore provides business and IT users with new enhancements designed to improve service quality and increase efficiencies.

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. In addition to many minor enhancements, Encore's new release includes:

Best Practice Evaluations include comprehensive sales and customer service templates that evaluators and/or managers can use to score agent performance and gather business intelligence. Many of the customers that took advantage of the enhanced quality management software release, which was available earlier this summer, requested that the next release contain pre-made evaluations. These best practice evaluations include categories, questions and rankings from the Encore community, including the most experienced users, and industry benchmarking. Once installed, Encore customers can use the evaluations "as is" or tailor them to their business.

SNMP Notification Alerts expand delivery choices for monitoring system performance. Encore's Notifier, has been enhanced to include the ability to send SNMP traps to Network Management Systems. If anything goes wrong with the system, whether it be a device filling-up or a drive going bad, Notifier has an extensive menu of alarms that can page, email, sound alerts, and now send SNMP traps to notify appropriate personnel immediately. This enhancement allows organizations that use SNMP to monitor their corporate servers to also manage their Encore servers in the same manner.

Global search capabilities have been expanded to include easier retrieval of recordings regardless of the location. Often, Encore Enterprise customers have multiple centers with several recording systems. While Encore includes robust search capabilities, particularly the ability to search for recordings by customer name, account number, order number, etc., the 2.2.8 release allows recordings to be instantaneously retrieved regardless of their location. For example, a customer may call an organization multiple times and speak to representatives in different locations. A simple search using the customer's name or account number will retrieve all of the recordings for that customer regardless of the location.

Encore's Integration Enhancements include Tadiran Coral MAP integration and expanded Mitel 3300 ICP using SRC integration. These integrations compliment Encore's current integrations with Avaya, Cisco, Mitel, NEC, Nortel, Siemens, ShoreTel, Tadiran, etc., phone switches.

"This release demonstrates dvsAnalytics' continued commitment to delivering innovative solutions that produce actionable results," said Kathleen Kelly, President and CEO of dvsAnalytics. "As with previous releases, we have responded to customer feedback and best practices with many of the new features and are excited to deliver immediate value across a wide range of industries and business environments."

Encore version 2.2.8 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 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.