



For Immediate Release

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For dvsAnalytics, Inc.:

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dvsAnalytics' Encore Solution Receives Mitel-Approved Test Certification

Scottsdale, AZ – December 9, 2009: dvsAnalytics, a leading provider of data, video, and speech recording and analytics for enterprises, announced today that [Encore™](#) has achieved Mitel®-Approved Test certification for Mitel Communications Director (MCD) call control software.

The integration of Encore and MCD, using Mitel Secure Recording Connector (SRC), provides users with the ability to capture call detail information while recording Mitel's encrypted calls. Furthermore, it enables users to securely and efficiently record 100 percent of voice and screen interactions in high-volume, single, or multi-site environments, providing them with more useful analytics.

Encore™ is a comprehensive recording and performance management solution that puts it all together; data, video, and speech, to provide customers with a 360° view of their contact center's analytics.

"Much effort and dedication went into testing our technologies and we are proud to have attained Mitel certification," said Christopher Faulkner, vice president of sales at dvsAnalytics. "We are committed to providing our resellers with a high quality performance management suite that is compatible with their call control technology and helps our joint customers realize the benefits quicker."

About dvsAnalytics, Inc.

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 voice 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 via e-mail at marketing@dvsAnalytics.com.