

Education Services

Encore™ Training Program

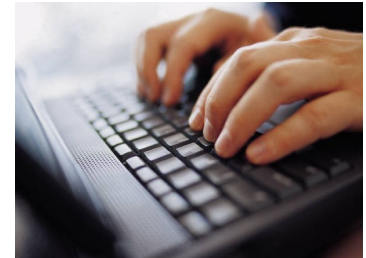
Effective training is essential to the success of any contact center technology investment. One way dvsAnalytics helps organizations achieve their business goals is through our educational services program. Our web-based training courses are designed to help your organization develop its workforce and improve productivity.

Highlights

- Monitor recordings for compliance, coaching, and quality assurance
- Score and evaluate agent performance in real-time
- Coach & develop agents using best practices
- Identify, track, and analyze reporting trends

ENCORE TECHNOLOGY SUITE WEBINAR TRAINING

dvsAnalytics' Encore training program was created to provide Encore users with the best practices they need to improve agent performance, ensure compliance, and enhance the customer experience.



The training, which is offered via the Web, includes:

Recorded Contacts module teaches students how to:

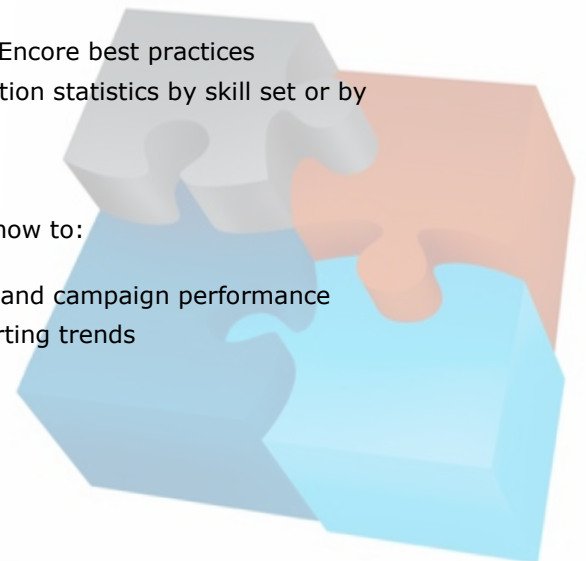
- Monitor, log, review, and retrieve voice and screen recordings
- Monitor recordings for quality assurance and compliance purposes
- Review and manage essential customer data

Evaluations module teaches students how to:

- Score and evaluate customer interactions in real-time, or at your convenience
- Coach and develop agents using Encore best practices
- Track individual and team evaluation statistics by skill set or by program

Analytics module teaches students how to:

- Effectively manage agent, team, and campaign performance
- Identify, track, and analyze reporting trends



REGISTRATION

Product training is offered the third Thursday of every month. To register for a class, [sign-up online](#) or send an e-mail to training@dvsAnalytics.com. This training is complimentary to all Encore Customers who have a current Technical Support/Maintenance Contract in place.

About dvsAnalytics

dvsAnalytics is a leading provider of call recording, quality management and analytics solutions for enterprises and contact centers. For more than 29 years organizations have relied on dvsAnalytics proven technology, innovative solutions and quality services to develop their workforce, optimize the customer experience and improve productivity.

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