

# Implementation Services for Encore

**dvsAnalytics' Implementation Services enhances your business**

## Highlights

- Experienced and dedicated Implementation Services team
- Formalized implementation plan
- Post-install user training
- Installation documentation

**We believe that successful implementations are the result of open communication and the understanding that every customer has a unique set of needs and requirements. When this belief is combined with our technical knowledge and expertise, implementations are completed on-time, on-budget and exceed customers' expectations.**

## IMPLEMENTATION SERVICES PROCESS

Backed with a 28 year history of successful implementations, we have developed a proven methodology designed to provide you with a system that fulfills your requirement needs and helps your organization realize the return-on-investment as quickly as possible.

dvsAnalytics' implementation process includes:

- **Discovery.** Your Area Sales Director and Sales Engineer will conduct a Site Survey to ensure that your dvsAnalytics solution is tailored to meet the needs and requirements of your organization.
- **Project management.** Several dvsAnalytics hardware and application experts will work closely with your team to define project details, including requirements and a timeline. A kick-off call, followed by weekly status calls, will help ensure that the project is completed on time and within budget.
- **Project validation.** The dvsAnalytics implementation team completes the system build and conducts a variety of tests to make sure that the system is properly configured for your environment.
- **Installation and training.** Your dvsAnalytics installation technician (or certified dealer) installs your new dvsAnalytics solution and performs on-site testing of all systems. Following the successful implementation, your installation technician will train your administrators and users, making sure they are comfortable with the system and utilizing it to its maximum capacity.
- **Post-implementation.** Upon the completion of the installation, dvsAnalytics provides the customer with documentation detailing how the system was installed, configured, and deployed across the organization.



At this time you will also receive details on the dvsAnalytics customer support organization, including the support processes and services available to you. Our team of highly trained customer support technicians and engineers will see that your system maintains optimum performance long after your solution is deployed.

To learn more about dvsAnalytics' implementation processes and services, call 480-538-2020 and ask to speak with a implementation engineer.



**About dvsAnalytics**

dvsAnalytics is a leading provider of agent productivity and analytics solutions for enterprises and contact centers. For more than 25 years organizations have relied on dvsAnalytics proven technology, innovative solutions, and quality services to develop their workforce, optimize the customer experience, and improve productivity.

**Corporate Headquarters**

dvsAnalytics, Inc.  
17255 N. 82nd St., Suite 4  
Scottsdale, AZ 85255  
United States

**Phone**

480.538.7750

**Email**

[sales@dvsAnalytics.com](mailto:sales@dvsAnalytics.com)

**Web**

[www.dvsAnalytics.com](http://www.dvsAnalytics.com)

