



DVS, analytics

360° VIEW OF THE CUSTOMER EXPERIENCE
data, video, speech recording, and analytics

Comprehensive. Secure. Innovative.

Why do organizations such as hospitals and pharmacies, banks and credit unions, and hotels and airlines continue to invest in and depend on dvsAnalytics' Encore™ Technology Suite? Because dvsAnalytics specializes in delivering a complete solution, beyond traditional voice logging. Every Encore system includes call recording, screen recording, quality management, reporting and analytics in a unified solution that allows for a 360 degree view of the customer experience with:

- Voice recordings containing detailed customer data & a record of who said what
- Videos showing all desktop activity
- Graded scorecards, showing an agent's performance
- Reports identifying areas of business improvement and training opportunities



Organizations also rely on Encore because of dvsAnalytics' commitment to data security and integration with leading unified communications solutions. dvsAnalytics works hard to stay ahead of the regulation curve and as a result, Encore complies with the latest regulations aimed at protecting health and financial information. Furthermore, it seamlessly integrates with all major telephony systems, including Aspect, Avaya, Cisco, Iwatsu, Mitel, NEC, ShoreTel, and many more. These integrations help end-users capture additional relevant data (for greater business intelligence), improve employee productivity and increase customer satisfaction.

Our Customers

Every customer has unique needs, challenges, and requirements. dvsAnalytics recognizes this and designed the Encore solution to scale from 24 seats to thousands of seats, be simple to use and enable users to comply with state, federal and industry requirements aimed at protecting customer data. Industries in which we continue to experience substantial growth are:

- Contact Centers—from inbound customer service, to outbound sales, to blended—today's contact centers come in all shapes and sizes. Contact centers use Encore to verify sales, achieve first call resolution, capture market intelligence, monitor agent performance and identify training opportunities.
- Financial Services—including credit unions, traditional and Internet banks, collection agencies and brokerage firms. These organizations depend on Encore to monitor regulatory and contractual compliance, document electronic and verbal requests or authorizations, verify transactions and assist in fraud detection.
- Healthcare—including hospitals, medical practices, pharmacies, insurance companies and third-party call centers and collections agencies serving the industry. In order to adhere to HIPAA regulations, healthcare organizations need a recording solution that safeguards protected health information (PHI) and makes patient privacy a priority. Encore healthcare users record conversations with patients, insurance companies and pharmacies; document verbal requests; train new staff and research critical conversations.

Industry Focus

Regulatory Compliance

Organizations that take credit card payments over the phone or handle PHI need to be aware of latest state, federal and industry regulations aimed at protecting sensitive data. Encore Encryption helps safeguard PHI, like medical record numbers or social security numbers, and credit/debit card information, such as credit card validation codes/values (CVV2, CVC2, CID), by making sure that all sensitive data is transmitted and stored in an encrypted format. Encore Encryption supports the latest requirements for PCI DSS, HIPAA, and NACHA, and includes:

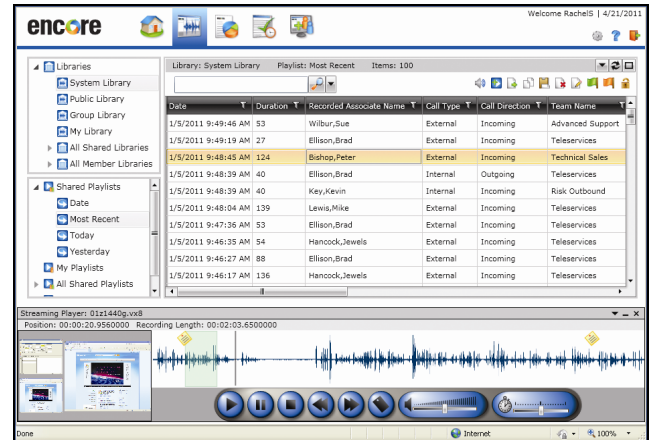
- Selective and full encryption as well as permanent removal, which enables a portion of the call containing sensitive data to be deleted but the remainder is retained for documentation or training purposes.
- Role-based access so only authorized users can listen to encrypted calls or decrypt a call.
- Audit trails showing the date, time and individual who played back an encrypted recording.
- AES 256-bit encryption algorithm, which is utilized on call data at the moment of capture.

Encore Technology Suite

Call and Screen Recording

Whether monitoring calls for compliance, dispute resolution, quality assurance, or sales verification, Encore integrates call recordings with desktop activity, allowing managers to hear & see each interaction. It includes:

- Total or selective call recording—log only what you need
- 100% screen recording—see chat sessions & data input
- Powerful search and retrieval features
- User access controls and permissions
- Virtualization capabilities
- Secure storage and archiving
- Encryption of stored and/or transmitted data
- Multiple TDM and VoIP recording configurations



Form Used - Healthcare Call Quality Evaluation (Revision=1)

Agent: Johnathan Hancock Evaluator: Administrator
Date: 4/1/2011 Duration: 00:10:36 Manual Fail: No

Process Adherence	63.3%	Data Input	100.0%
Opening	100.0%	Documentation	00.0%
Professionalism and Call Handl	100.0%	Legal Disclaimer	80.0%
Respect/Professionalism	100.0%	Total Score	66.1%

Agent Performance Business Intelligence

Greeting Insurance Scheduling Legal Requirements

- Uses proper opening? Yes No
- Greet and asks for party by first and last name? Yes No
- Followed Procedures and used appropriate resources to prov S ME F NI U
- Were applicable disclosures/disclaimers communicated? Yes No
- Appropriate tone, speed, clarity, attitude and phone etiquett S ME F NI U
- Actively listens to comprehend problem and provide solution Yes No
- Friendliness: A smile in their voice, good tone, clarity and sp Yes No

Always communicate disclaimers. Also, if a referral, always ask for the name of the referring practice/agency.

Agent Scorecards

Encore Quality Management is a powerful coaching solution designed to capture business intelligence and improve agent performance and supervisor productivity. With Encore QM, managers can:

- Create agent scorecards that align Key Performance Indicators (KPIs) with the goals of the organization.
- Evaluate and score agent performance in near real-time, allowing for immediate feedback.
- Compare evaluator grading behavior to ensure scoring consistency
- Gather and analyze critical marketing information to understand which scripts need modifications or how well customers rate the quality or value of a product or service.

Analytics

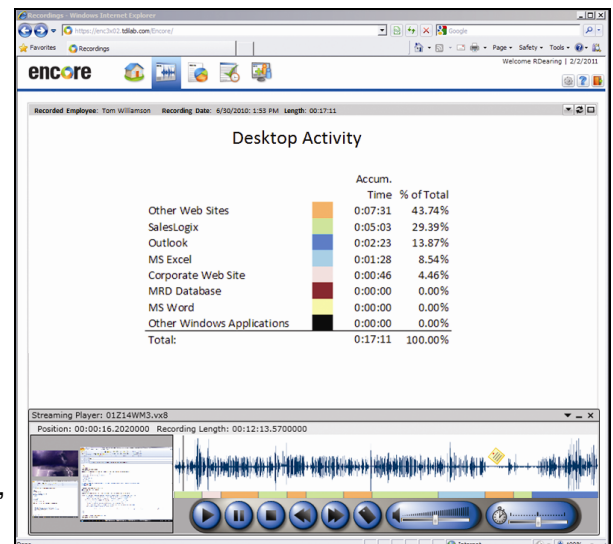
Encore Analytics pulls data from the desktop and third-party processing systems, like a CRM, ERP sales, etc., to provide you with the whole picture within your organization and help management improve workflow processes. Encore Analytics:

- Captures data from the telephony switch, such as the DNIS, ANI, etc., and desktop applications, including call results codes, customer name, account number, order number, etc.
- Shows which applications or websites are used during various parts of a call and the amount of time spent in each.
- Includes audit logs, which show all user and system activity
- Links all recordings related to a customer interaction together, allowing the records to playback as a single call.

Reporting

Encore Reporting consolidates data from recordings, the telephony switch, desktop applications and optional analytics engines to identify best practices, coaching opportunities and business intelligence. In addition, it:

- Is secure, enabling users to only view their groups' recordings, evaluations, and reports.
- Allows users to drill down to the individual agent scorecard for performance improvement
- Includes ad hoc and custom reports on-demand or scheduled, and extensive drill-down capabilities



“Since installing Encore, we have greatly improved our overall customer experience! We are now able to offer more timely and specific feedback and coaching. In addition, we have also implemented new training programs to better meet our customer’s needs. Encore has quickly become the eyes and ears of our organization.”

Quality Assurance Manager
Sage Payment Solutions

“dvsAnalytics’ products allow us to save time and money. Since implementing Encore we have experienced significant improvements in both agent performance and customer satisfaction.”

Customer Service Manager
Answer 1 Communications

“With Encore, we learned more by listening to the no sales than we ever did by listening to the sales. This has helped us increase agent productivity, performance, and retention.”

Manager of National Customer Service Center
Stanley Steemer

“Encore is more flexible, has a full feature set, and the pricing is better suited for our healthcare system than other call recording offerings. In addition, the company behind the product delivered prompt service that was better than our previous tier one vendor.”

Corporate Director
A Prominent Healthcare System



dvsAnalytics, Inc.
17255 North 82nd Street, Suite 4
Scottsdale, AZ 85255
United States

Telephone: 480.538.2020
Fax: 480.538.2021
Email: sales@dvsAnalytics.com
Web: www.dvsAnalytics.com