

Encore Voice and Screen Recording

Reliable, Comprehensive, User-Friendly.



Highlights

- Integrate with top unified communication platforms.
- Maintain industry compliance.
- Capture all interactions for a 360° perspective including voice + screen, chat, and email.
- Easily locate, share, and review your most important recordings.

Recording is the first step in building a compliant environment and an effective workforce optimization program. That's why Encore® undergoes rigorous testing to verify 100% reliability. Records are saved with associated data for easy search and retrieval and can be automatically encrypted for security.

Encore Reliability

We go to extensive lengths to ensure Encore's compatibility with your telecommunications solutions and configuration preferences, so you can spend time driving results, not troubleshooting. Record with confidence, today and into the future, knowing that with Encore you can:

- Integrate with any one or combination of major unified communication platforms.
- Record TDM, VoIP, or hybrid environments.
- Position Encore at the station or trunk side.
- Access Encore in the cloud or on premise.
- Scale to any size across multiple departments or locations agents, locations, and more.

Complete Capture

Encore records all voice and screen activity. Screen recording extends to multiple monitors and can be viewed simultaneously with, or independently of, a call. The inclusion of non-voice interactions such as email and chat, as well as any on-screen activity associated with phone calls, create a 360° perspective and add significant contextual value when it comes time for review. Encore voice and screen recording:

- Records screen activity in sync with voice.
- Saves and plays the screen recordings as video.
- Captures chat and email interactions.
- Continues to record the screen after the call concludes, for visibility during wrap-up.



Encore Voice and Screen Recording

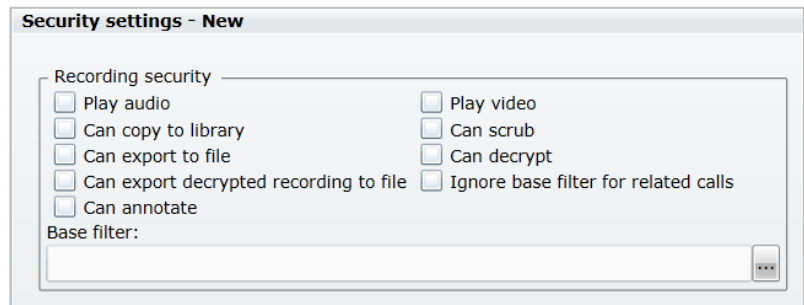
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Security

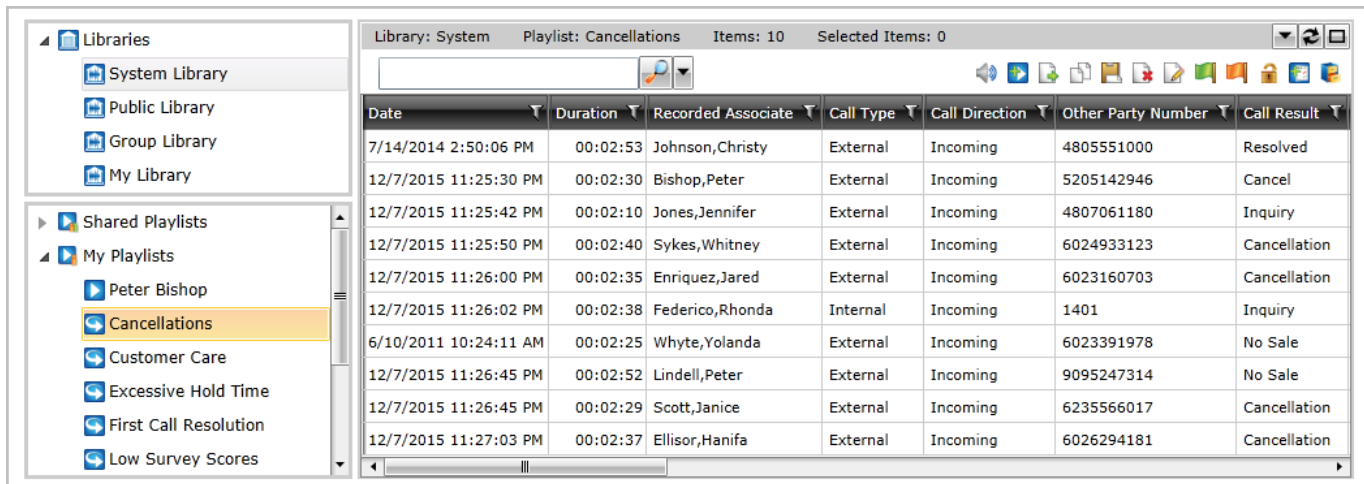
With interactions reliably and completely recorded, Encore offers a host of security tools to maintain compliance with industry requirements such as PCI and HIPAA. Sensitive data captured by voice and screen can be scrubbed or encrypted per business and industry requirements. During review, only users with the necessary permissions can access recordings.

Permissions are configurable in Encore for individual and group levels, from access to encrypted data to exporting recordings and more, security can be set to remain safely within industry requirements.



Efficient Navigation and Workflow

Encore makes it easy to organize, retrieve, and review recordings. With the selection of criteria such as team, phrase, and call result, recordings that fit specified criteria are collected into playlists. These enable identification of important interactions, and can be created for individual use or shared with other stakeholders. Upon review, feedback tools are readily available within the Encore player, as well.



Call 480-538-7750 or email Sales@DVSAnalytics.com to schedule a live demo.

About DVSAnalytics

DVSAnalytics is a leading provider of workforce optimization software that enables organizations to improve performance and enhance the customer experience. The company's Encore Suite includes applications for recording, quality management, workforce management, analytics, and gamification. DVSAnalytics has successfully delivered these solutions to enterprises for over 30 years.

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