

# Encore Live Monitor

Listen to the most important calls live... from anywhere.



## Highlights

- Monitor calls in real-time from any desktop, tablet, or smartphone.
- Listen live to the most important conversations.
- View your agents' current status and call details.
- Add voice commentary to the call for enhanced coaching.
- Secure access for users with proper permission.

DVSAnalytics' Encore® Live Monitor, winner of the Product of the Year Award for exceptional innovation, provides new ways to enhance performance. It delivers the ability to listen to calls in real-time from anywhere, discern whom to monitor, and attach verbal or text coaching to monitored conversations.



## Why Live Monitoring?

Live monitoring has traditionally been a process where managers randomly select calls to monitor from a phone connected to the PBX and/or desktop computer. Encore Live Monitor is a game changer, turning random into selective monitoring, providing managers with the ability to add commentary to calls, and accommodating on-the-go managers who can't be tied to their desks. What's more, Encore's monitoring software is available to any business using Encore call recording.

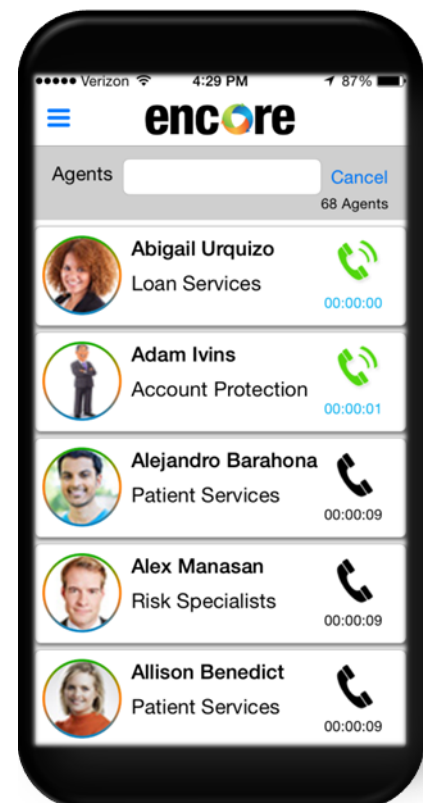
## Selective Live Monitoring

Encore Live Monitor takes the randomness out of monitoring calls. It provides the ability to selectively listen to calls such as those that:

- Appear exceptionally long.
- Are taken by less experienced agents.
- Take place between certain support teams and customers.

With Encore Live Monitor, calls in progress are organized in a dashboard that:

- Displays agents' names, pictures and status.
- Provides additional call data while monitoring.
- Highlights agents with longest or shortest wait or talk times.
- Allows you to "rewind" and play the call from the start.



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## Real-Time Coaching

Ever listen to a call live and want to give the agent immediate feedback in the context of the conversation? Encore's unique Voice or Text Annotation lets you pause the conversation and record your own commentary. After the call, a link to the recording that contains the voice or text notes can be sent to the agent and/or evaluator for review and coaching purposes.

## Monitor from Anywhere

Today's managers are always on-the-go. With this revolutionary solution, they can stay connected from any computer, tablet or smartphone and securely see and hear what is going on with their team and customers.



Call 480-538-7750 or email [Sales@DVSAnalytics.com](mailto: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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