

Live Monitor

Listen to Important Calls from Anywhere



DVSAnalytics' 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. DVSAnalytics 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. Live Monitor is available at no cost to any business using Encore interaction recording.

Selective Live Monitoring

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

- Displays agents' names, pictures and call 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.

Real-Time Coaching

Ever listen to a call live and want to give the agent immediate feedback in the context of the conversation? Live Monitor'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.

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

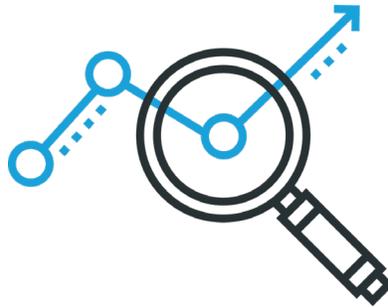
CALL OR EMAIL TO
SCHEDULE A DEMO

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 @dvsanalytics

 DVSAnalytics, Inc.

 www.dvsanalytics.com



Measure What Matters

Encore® from DVSAanalytics is built to help you take millions of recorded customer interactions and turn them into rich business intelligence and insights.

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Encore

Designed to simplify contact center management's daily workload, ensure a positive customer experience, maximize employee engagement and deliver analytics-enabled insights into customer interactions.

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DVSAanalytics Inc. (DVS) workforce optimization solutions (WFO) are designed to improve the customer experience and maximize employee engagement and productivity by offering analytics-enabled insights into customer interactions and contact center operations. Encore® WFO Solutions include interaction recording, analytics, quality and performance management, workforce management, reporting, and a powerful set of employee engagement capabilities. The company is headquartered in Scottsdale, Arizona.

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