

Encore Desktop Analytics

Streamline Quality Management and Ensure Compliance



Highlights

- Capture unlimited data from the desktop.
- Evaluate all calls associated with a specific customer.
- Pause and resume prevents recording of sensitive information.
- Pre-built integration with Salesforce.com.

Encore™ Desktop Analytics helps contact centers focus their Quality Management processes by protecting sensitive information and capturing critical customer data to identify recorded interactions important to the business. It's the logical solution for organizations looking to streamline processes, improve the customer experience and maintain compliance.

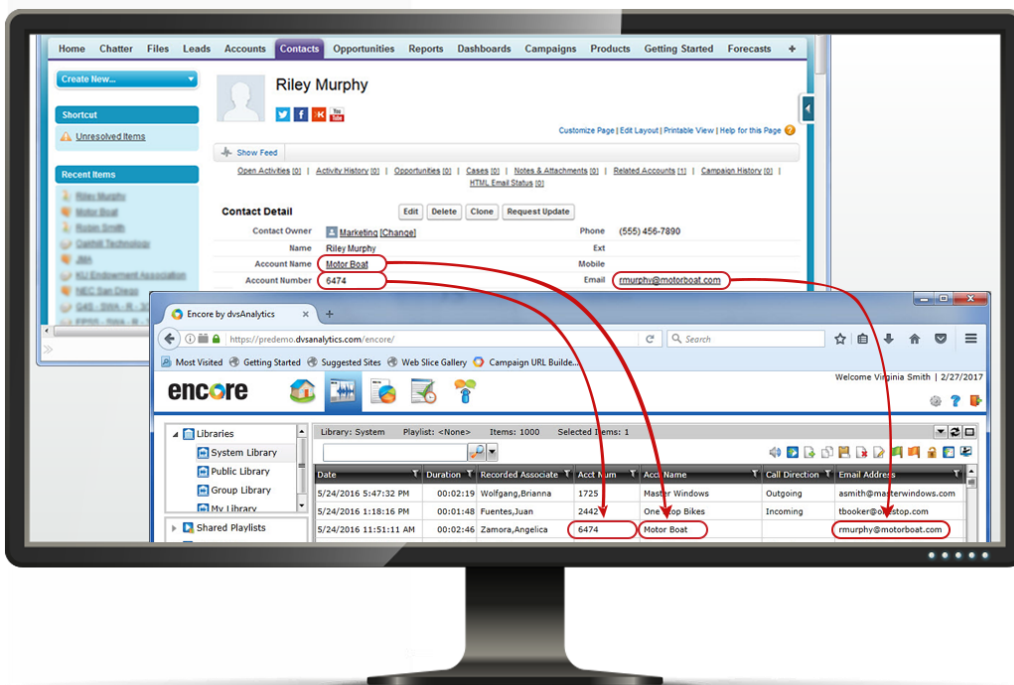
Encore Desktop Analytics is a family of applications that control recording and add searchable data to recorded interactions. These applications include Encore's **eCapture**, **ePause**, **Agent Assist**, a pre-configured integration with **Salesforce.com**, and **Web API**. The sections that follow provide insight into the unique features and benefits of each of these applications.

Encore eCapture

Easily Find Specific Customer Conversations. Using Encore **eCapture**, data such as customer or patient ID, call result and support ticket number, can be automatically copied from desktop applications, such as CRM systems, and saved into fields in recording files. Users can then retrieve and review conversations based upon specific criteria.

Link Related Calls. In addition to locating specific customer conversations, Encore **eCapture** allows users to gather all calls related to a specific identifier such as customer account number. This is especially helpful when related calls need to be flagged for compliance audits, fraud alerts, resolution disputes and 911 emergency response reviews.

Focus on Recorded Interactions that Matter. Encore **eCapture** dramatically increases options for evaluators when deciding which recordings to evaluate. Based upon the data captured, unique playlists can be created for all interactions with specific results, such as First Call Resolution (FCR), sale, no sale, etc. Then evaluators can focus on reviewing recordings that are most important for improving agent and/or business performance. In addition, this ability to focus on critical evaluations helps identify best practice examples to share and include in eCoaching assignments.



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Connect with Post-Contact Survey. With Encore Post Contact Surveys, web-based surveys are emailed to customers immediately after a conversation to obtain “in the moment” feedback. These results offer actionable intelligence to help improve the quality of service. Encore **eCapture** expedites the process by automatically saving customers’ email addresses to recordings files.

Protect Sensitive Information. Encore **eCapture** protects sensitive data such as credit card numbers, protected health information and more. **eCapture** can send commands to pause recordings during the collection of this data and then resume recording for the remainder of the conversation. This allows for retention, analysis and evaluation of recordings while maintaining compliance with PCI, HIPAA, etc.

Encore ePause

Encore **ePause** also protects sensitive information similar to eCapture, but it is based on web pages (URL addresses). **ePause** automatically pauses recording when agents navigate to pre-defined web pages or URL addresses. Then, when they move to different, unique web pages or URL addresses, **ePause** resumes recording. For businesses whose CRM software includes unique URL addresses during the collection of sensitive data, this achieves the same objective as eCapture with no professional services required.

Encore Agent Assist

While eCapture and ePause capture data or control recordings automatically, some businesses are perfectly fine with agents controlling pause/resume functions or adding data into the recording files. In these cases, Encore **Agent Assist** is an option requiring less investment. This application allows agents to record on demand or pause/resume recording. Also, data shown in fields on a desktop application can be copied and pasted into the **Agent Assist** window for storage in the recording file and used in subsequent search and retrieval activities.

Encore Integrates with Salesforce.com

For Salesforce.com users, Encore has a pre-built application for capturing data, with little or no configuration required. Encore **Salesforce.com** Desktop Analytics licenses automatically capture the account name, account number and email address and save them to the recording file. And, with minimal investment, unlimited additional fields can also be captured.

Encore Web API

Customers that wish to develop their own integration with Encore can use the Encore **Web API**. Free with every Encore system, the **Web API** can be programmed to send start/stop events and capture data from third-party software. This method does not require any additional Encore licenses.

A Solution for Every Organization

DVSAnalytics is committed to helping organizations of all sizes design a Desktop Analytics solution to meet their recording control and data capture needs. Compare the benefits of each option Encore offers to decide which would be most beneficial for your organization.

Encore	Controls Recording (Pause/Resume)	Captures Searchable Data
eCapture*		
ePause		
Agent Assist		
Salesforce.com		
Web API		

*Requires Professional Services

Call 480-538-7750 or
email Sales@DVSAnalytics.com to learn
more or 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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