

Encore Dashboards and Reports

Visualizing Analytics and Insights



Highlights

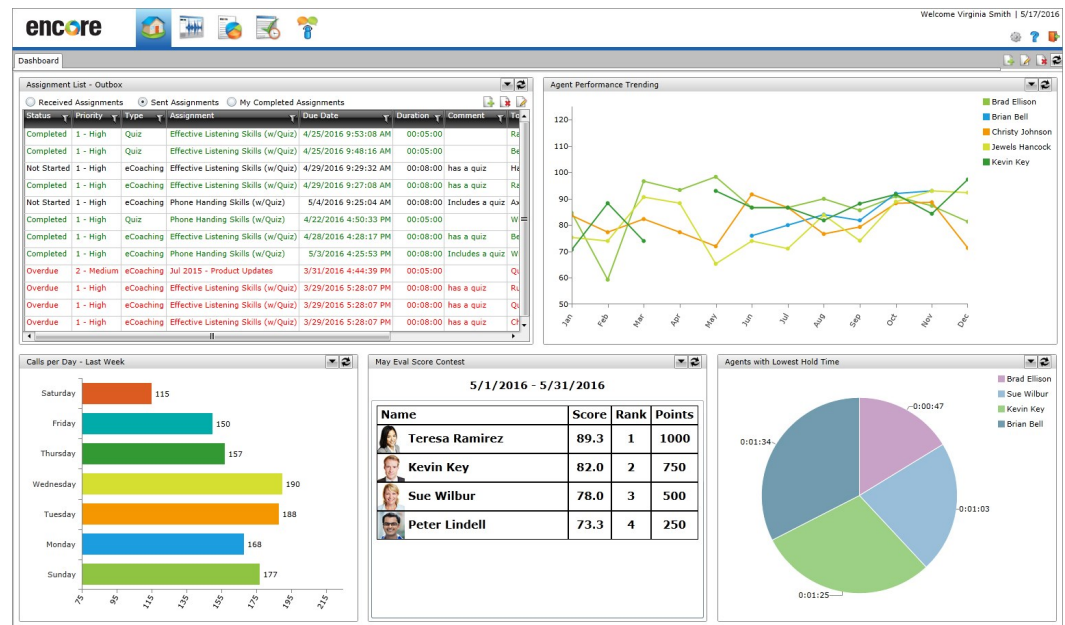
- Monitor real-time KPI trends and activities.
- Assess training effectiveness and refine strategies.
- Increase agent transparency and motivation.
- Report on the business' most important questions.
- Streamline communication with key stakeholders and participants.

Interactions are being recorded, conversations are being evaluated, agents are being coached, and, if all is according to plan, performance is improving. Gain visibility into KPI trends to identify areas that need improvement, assess the success of ongoing initiatives, and refine quality management processes to maximize workforce optimization efforts with Encore® Dashboards and Reports.

Dashboards

Encore dashboards display real-time widgets, or key metrics represented graphically, to illustrate data trends that are important to the user. Managers can easily view the latest eCoaching assignment statuses, evaluation scores, high and/or low performing agents, and more, all at a glance. Dashboards can be created and customized by managers and administrators to display widgets that are important to them. Multiple dashboards can also be created to differentiate between multiple teams or business initiatives.

Dashboards can be created and shared with select groups, teams, or users, including agents. Agent dashboards provide views of individual progress, reducing, and sometimes eliminating, the need for one-on-one meetings while motivating agents to continually improve their performances. Agent dashboards also create a platform to display contest leaderboards and redeem rewards for Encore Gamification, which automates the management of performance-based contests and rewards.



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Reports

Encore Reports provide illustrations of key metrics that are important to the business and are often used for performance and customer satisfaction trend analysis. Showing both overall trends and specific breakdowns of the data, reports provide the ability to sift through specific sets of information that contribute to the larger result. Reports can be:

- Selected for display as a manager and/or agent Dashboard widget.
- Viewed on demand, or scheduled for delivery on a regular basis to individual stakeholders or groups.
- Generated ad hoc via user-defined criteria.
- Built to user-defined criteria and saved for future use.
- Exported to a PDF or Excel file.

Reports are created by applying user-specific filters to narrow the data on any of Encore's 50+ standard templates. For example, a report about Customer Satisfaction can be made increasingly specific based on parameters set around filters such as agent, team, and time frame of interest. Within each filter, the possible range of fields populates for selection to include in the report. For example, to study Customer Satisfaction trends last quarter, the Survey Sent Date filter can be set to last quarter. The more filters are used, the more focused the report results will be.

The screenshot shows the 'Survey Analysis' interface. On the left, there are 'Save' and 'Execute' buttons. Below them is a 'Preferences' section with a 'Survey 1 Selected' button and an 'Agent' dropdown. A 'Survey Sent Date' filter is set to 'Last Quarter'. On the right, a dialog box titled 'Select Day or Date Range for Survey Sent Date' is open. It shows a calendar for April 2016 with the date range 4/1/2016 to 6/30/2016 selected. The dialog also has options for 'Explicit Dates' and 'Implicit Dates' (Day, Week, Month, Quarter, Year) and a 'Number of quarters including this quarter' input field.

Summary

Encore Dashboards and Reports provide visibility and insight into the answers to countless questions asked by businesses. Data is being collected with every interaction, evaluation, and eCoaching quiz completion; why leave it untapped? Find out what it all means, and share important updates with stakeholders and participants with Encore Dashboards and Reports.

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.

17255 N. 82nd St., Suite 120 • Scottsdale, AZ 85255 • 480-538-7750 • sales@DVSAnalytics.com • www.DVSAnalytics.com