

# Encore Gamification

The Automated Management of Performance-Based Contests & Rewards



## Highlights

- Encore Gamification makes it easy to motivate agents by automating the creation and management of performance-based contests and rewards.
- Contests are set up to run by completing parameters within Encore.
- Encore's leaderboards display the contest's real-time standings, so all agents know their performance relative to the group's.
- Encore delivers and saves reward points for each agent in the My Bank widget, where agents can redeem prizes.

It's no secret that contests are effective motivators, but most who have administered these events also know the time and attention they require. Encore® gamification is the automation of performance-based contests and rewards. Redefining the way contests and rewards are managed makes agent motivation an attainable, valuable supplement to the quality management process. Simply define the parameters and let Encore track and display the results, with no ongoing maintenance required.



## Automated Management

Managers can organize performance-based contests and motivate agents by using Encore Gamification to automate and manage goals, participants, time frames, ranks, and even rewards. Contest progress is continually updated on the contest widget, showing top placing agents on leaderboards, and privately, individual standings relative to the group. Contest reward points are automatically deposited into agents' reward banks for future prize redemption.

## Simple Setup

Setting up contests and rewards is easy. In one short session, managers define all the contest parameters: which metric to use, participating agents, time frame, winning placements, and reward point values. Encore then manages the contest to completion.

# Encore Gamification

The Automated Management of Performance-Based Contests & Rewards



## Leaderboard

The leaderboard is an automated dashboard widget that illustrates agent standings during contests. Here, managers and agents can see the active contest's time frame, and current leaders, complete with associated score, rank, and reward points. These update real-time throughout the duration of the contest. Agents who do not currently place on the leaderboard can also view their current score and rank relative to the entire competing group.

At the contest's conclusion, Encore automatically deposits reward points to the respective winners. The leaderboard can continue to display the dashboard for a designated period after the contest has closed, for additional contest winner recognition.

Name	Score	Rank	Points
<b>Teresa Ramirez</b>	<b>89.3</b>	<b>1</b>	<b>1000</b>
<b>Kevin Key</b>	<b>85.0</b>	<b>2</b>	<b>750</b>
<b>Sue Wilbur</b>	<b>78.0</b>	<b>3</b>	<b>500</b>
<b>Peter Lindell</b>	<b>73.3</b>	<b>5</b>	

## My Bank

The *My Bank* widget is viewable on the dashboards of all agents who participate in contests. As contests are won, Encore automatically deposits reward points into agents' banks. Here, agents can save their reward points, track balances, and redeem points for prizes, all within Encore. Prizes and their respective values are user-defined, and can vary based on what resonates best with the team, availability, budget, and more. When agents click *Redeem* from their banks, all prizes and associated point values are listed for redemption and/or to motivate towards long-term goals.

You have  
**500**  
Reward Points

**Redeem**

**Redeem Reward Points**

Show eligible rewards  
 Show all rewards

Reward Points Balance:

Reward	Points	Details
\$100 Macy's gift card	500	see April for the gift card
\$50 Amazon Gift Card	500	
Extra 15 minute break	100	

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.