

# Encore Workforce Management

## Practical Solutions for Today's Contact Centers



Contact center managers are continually challenged with scheduling agents to meet consistent customer service goals while controlling costs. Encore® Community workforce management software solves this problem. With its all-inclusive licensing, Encore Community is the solution you need to forecast, schedule and manage agent staffing.

### Innovative Technology to Manage Your Workforce

Encore Community workforce management software leverages cutting-edge technology to increase the level and consistency of customer service while controlling costs. Setting a new standard in ease of use, Encore Community enables your team to interact and collaborate while executing your unique workforce management strategy.

Encore Community delivers comprehensive enterprise workforce management features like multi-skilled forecasting and schedule optimization, intraday management and advanced agent adherence reporting. In addition, Encore Community users receive added benefits like interactive agent bidding, bi-directional SMS messaging and Automated Schedule Adjustment Plans.

Regardless of what channel your customers use to communicate with you, Encore Community accurately captures, predicts, optimizes, manages and communicates your dynamic workforce plan to your entire contact center team.

### Forecasting

Encore Community offers a powerful forecasting feature providing all the support you need to accurately staff your contact center. It's an elegant "What-If" analysis toolkit like no other in the industry, featuring Quick Forecast, the ability to create a forecast in a single click. Features for creating staff plans include:

- Multiple Forecasting Methods including Dynamic, Static, Date Range, Excel Data and Manual Data Entry
- Service Level Objectives
- Shrinkage Profiles
- Single or Multi-Skilled Forecasting

### Scheduling

Scheduling with Encore Community is flexible and simple to use. Managers can create a variety of schedule options and then align them against an unlimited number of forecasted staff plans. Scheduling features include:

- Five Scheduling Methods including Fixed, Floating, Rotating, Composite and Common Day Floating
- Schedule Bidding for Agents
- Scheduling Unnamed Agents

## HIGHLIGHTS

- › All-inclusive licensing to forecast, schedule and manage contact center staffing
- › Unlimited supervisor and scheduler licenses
- › Includes real-time agent adherence
- › Over 20 ACD integrations available
- › Fully virtualized deployment options

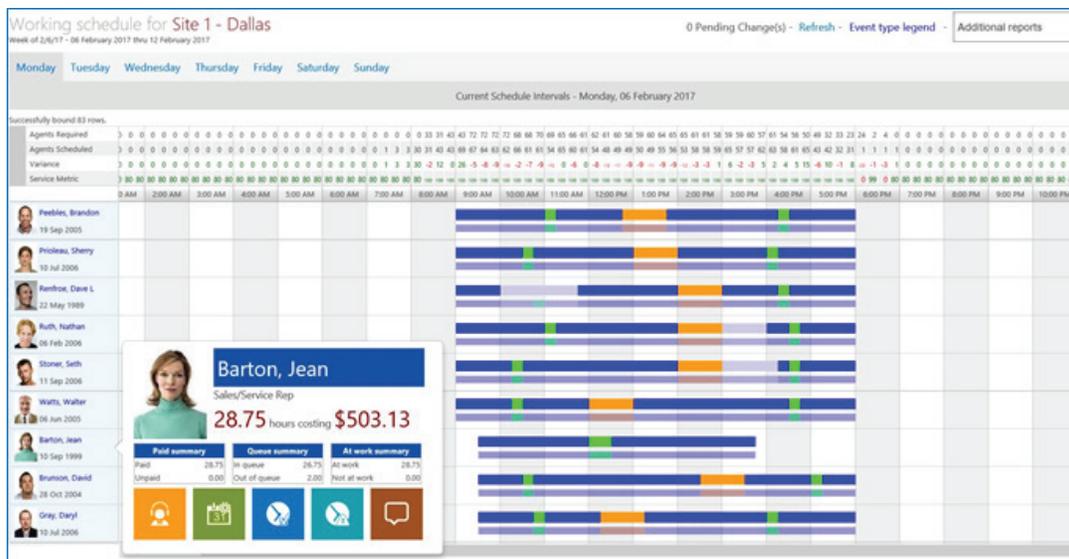
## Comprehensive Portals

Adding to Encore Community's powerful features are portals developed for the unique needs of schedulers, supervisors and agents. The Agent Portal offers a rich, easy to navigate user interface where agents can view schedules, request vacation, post shift swaps, bid schedules, review their adherence and communicate quickly with other contact center personnel. It is fully customizable and the home page features these components:

- Today's Hot News
- Today's Surveys and Results
- All About Me Profile
- My Schedule Transactions
- Schedule Bid Status
- My Weekly Schedule
- My Community Memos

## Agent Adherence

It's been demonstrated time and again that 10, 20 and even 30% increases in agent adherence may be captured through advanced adherence tools. The image below demonstrates how Encore Community visually communicates agent adherence for each hour of the day. In a 100-agent contact center, capturing 10% more productive hours from agents is the equivalent of adding ten agents into the schedule pool, without hiring a single person. The savings are significant.



## Flexibility with the Technology Advantage

Encore Community integrates with 20+ communication platforms and provides all-inclusive licensing—no modules to purchase separately—with this powerful software. In addition, Encore Community includes unlimited site, supervisor and scheduler licenses. Encore Community's advanced, industry-leading features empower your contact center like never before.

## Encore

Designed to improve the customer experience, maximize employee engagement, and deliver analytics-enabled insights into customer interactions and contact center operations.

Call 480-538-7750 or email [Sales@DVSAanalytics.com](mailto:Sales@DVSAanalytics.com) to schedule a live demo.

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. Learn more at [www.DVSAanalytics.com](http://www.DVSAanalytics.com) or follow DVS on LinkedIn and Twitter.

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