

# Interaction Recording

Reliable, Comprehensive, User-Friendly

Recording is the first step in building a compliant environment and an effective workforce optimization program. That's why DVSAnalytics Encore<sup>®</sup> undergoes rigorous testing to verify 100% reliability. Records are saved with associated data for easy search and retrieval and can be automatically encrypted for security.

## DVSAnalytics Reliability

We ensure DVSAnalytics Encore is compatible with your telecommunications solution and is flexible to meet your configuration preferences, so you can spend time driving results—not troubleshooting. Record with confidence, today and into the future, knowing that with Encore you can:

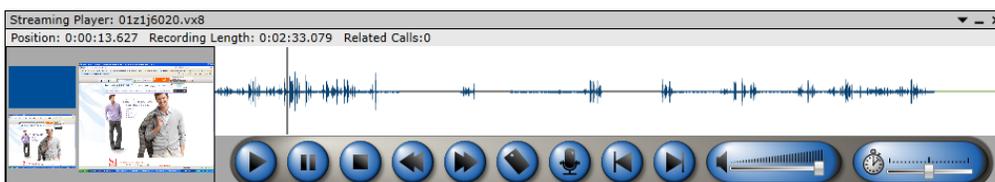
- Integrate with one or a combination of major unified communication platforms.
- Record TDM, VoIP, or hybrid environments.
- Position Encore at the station or trunk side.
- Access Encore in the cloud or on premise.
- Scale to any size across multiple departments or locations.

## Complete Capture

Recording audio conversations and desktop activity, Encore provides a 360° perspective and adds significant contextual value during performance and process reviews. Encore call and screen recording:

- Records all agent/customer audio conversations.
- Records desktop activity in sync with audio conversation.
- Captures multiple monitors in screen recordings.
- Continues to record desktop after the call concludes, for visibility during wrap-up.

Encore also provides an optional feature, Desktop Recording, to record agent desktop activity in 10-minute increments throughout the day with support for multiple monitors. Desktop Recording helps to measure and improve performance of agents working on chat or social media customer support desks. Desktop Recording provides insight into agent activities while assisting customers and during idle times.



## HIGHLIGHTS

- Integrate with top unified communication platforms
- Maintain industry compliance
- Capture all interactions for a 360° perspective including call and screen, chat, and email
- Easily locate, share, and review your most important recordings

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## Security

With interactions reliably and completely recorded, DVSAalytics offers security tools to maintain compliance with industry requirements, such as PCI and HIPAA.

- DVSAalytics eCapture and ePause prevents contact centers from recording sensitive data but still captures the agent/customer interaction for quality review, training opportunities, contest rankings and more.
- DVSAalytics Encryption secures sensitive data captured in call or desktop recordings by encrypting it per business and industry requirements. Only users granted the necessary permissions may access encrypted recordings.

Permissions are configurable in DVSAalytics Encore for individual and group levels, from access to encrypted data to exporting recordings and more, security can be set to remain safely within industry requirements.

## Efficient Navigation and Workflow

Encore makes it easy to organize, retrieve, and review recordings. By selecting criteria, such as date, team, and call result, recordings that match the criteria are collected into a playlist. These lists can be saved for individual use or shared with other stakeholders.

When reviewing recordings in the Encore Player, comments can be added as audio or text notes to suggest an improvement for an agent or to encourage an agent on a job well done. Comments may also be used to tag the recording for later review, such as saving the recording for use in training materials.

The screenshot displays the DVSAalytics Encore web interface. At the top, the 'encore' logo is on the left, and the user 'Welcome Susan Leid | 11/28/2018' is on the right. The main area is divided into a left sidebar and a central table. The sidebar shows 'Libraries' (System, Public, Group, My) and 'My Playlists' (Agents To Talk To, Excellent Customer Svc, FollowUp2, Flagged Recordings, Kevin Key, Most Recent 500). The central table lists call recordings with columns for Date, Flag, Duration, Recorded Associate, Associate Number, Call Type, Call Direction, and Other. One recording is selected and highlighted in orange. Below the table is a 'Streaming Player' showing a waveform and playback controls.

Date	Flag	Duration	Recorded Associate	Associate Number	Call Type	Call Direction	Other
7/14/2018 2:53:06 PM	<input type="checkbox"/>	00:00:12	Devon Morse	8591	External	Incoming	
7/14/2018 2:50:06 PM	<input checked="" type="checkbox"/>	00:02:53	Johnson,Christy	6049	External	Incoming	
6/20/2018 3:51:38 PM	<input type="checkbox"/>	00:01:59	Gabbert, Charlene		External	Incoming	
6/17/2018 2:18:14 PM	<input type="checkbox"/>	00:01:27	Lindley,John	15886	External	Incoming	
6/14/2018 9:30:00 AM	<input checked="" type="checkbox"/>	00:01:02	Whyte,Pierre	1597	Internal	Incoming	Lopez
6/10/2018 7:02:11 PM	<input type="checkbox"/>	00:02:34	Isakovic,Miralem	6109	External	Incoming	
6/10/2018 6:59:41 PM	<input type="checkbox"/>	00:02:19	Scott,Janice	1519	External	Outgoing	
6/10/2018 6:58:34 PM	<input type="checkbox"/>	00:00:49	Isakovic,Miralem	6109	External	Incoming	
6/10/2018 6:55:44 PM	<input type="checkbox"/>	00:02:34	Scott,Janice	1519	External	Outgoing	
6/10/2018 5:15:04 PM	<input type="checkbox"/>	00:01:48	Lopez,Nancy	1090	External	Outgoing	
6/10/2018 5:14:33 PM	<input type="checkbox"/>	00:02:34	Garcia,Jennifer	6102	External	Outgoing	
6/10/2018 5:13:48 PM	<input type="checkbox"/>	00:00:49	Whyte,Yolanda	1296	External	Outgoing	

## 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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DVSAalytics 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.