

DVSAalytics Overview

Experienced, Proven, Innovative



Highlights

- 30+ years of success
- 98% customer satisfaction rating
- Committed to innovative, market-leading solutions
- Deliver products that make our reseller partners proud
- Significant investments in technology integration partnerships with major PBXs
- Business decisions based upon added value to customers and partners

With headquarters in Scottsdale, Arizona, DVSAalytics offers innovative call and screen recording, quality management with automated coaching and surveys, and features the deepest integrations with leading PBXs for trouble-free installation. Our all-in-one Encore® software helps contact centers, healthcare organizations, financial institutions and government agencies measure and improve customer service, enhance agent performance, maintain regulatory and industry compliance, verify customer orders, reduce risk and settle disputes.

With an impressive 98 percent customer satisfaction rating, we have been successfully serving the needs of companies of all sizes (including highly recognizable names such as AT&T, Humana, Time Warner, Delta Airlines, Sprint, Comcast, Scripps, Sutter Health, University of Pennsylvania Health System, Hilton, Wyndham, Sotheby's, Los Angeles Times and U.S. Department of the Navy) for over 30 years.

Innovation

DVSAalytics' innovation is widely recognized by industry analysts, consultants and DVSAalytics' reseller partners and customers. As a leader in both enterprise and small-to-medium size businesses, DVSAalytics consistently creates solutions that are one better than the rest. For example, instead of just delivering coaching software, DVSAalytics delivers automated eCoaching, so coaching can take place when managers are busy with other tasks. Also, instead of offering a separate add-on survey application, we extended Encore's quality management software to also include web-based customer surveys with results available for analysis via the same Encore reports as internal evaluations.

“Since installing Encore, we have greatly improved our overall customer experience! We are now able to offer more timely and specific feedback and coaching. In addition, we have also implemented new training programs to better meet our customer’s needs. Encore has quickly become the eyes and ears of our organization.”

Angie Paul
Quality Assurance Manager
Sage Payment Solutions

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Our People

DVSAalytics is driven by dedicated professionals — technology innovators and industry veterans who apply their expertise to our customers' and partners' critical business challenges. Our success is powered by a committed and passionate team and a working environment that fosters accountability, customer advocacy, honesty, innovation, loyalty, passion, respect, self-improvement and teamwork — the nine core DVSAalytics values that shape the way we do business with our customers, our partners and each other.

Our Partners

DVSAalytics treasures our partners. We work hard to nurture our relationships with our reseller partners. And we develop the best seamless integrations with our technology partners. Reseller partners consistently tell us that we are easy to do business with, we compliment their sales force and deliver product solutions for their customers that make them proud. Also, because many of our reseller partners are also selling and installing large PBX/telephony switches, DVSAalytics invests heavily in technology partnerships and development with all the major telephone switch manufacturers. These investments have yielded DVSAalytics a stellar reputation for having the best, deepest and most trouble-free installations with the following partners:



Our Business

We are committed to conducting our business with the highest ethical standards. All business decisions are based upon creating value for our customers, partners, employees and shareholders, as well as the communities in which we work. At DVSAalytics we view our corporate responsibility as essential to our success and vital to the way we do business.

Call 480-538-7750 or email Sales@DVSAalytics.com to schedule a live demo.

About DVSAalytics

DVSAalytics 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. DVSAalytics has successfully delivered these solutions to enterprises for over 30 years.

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