

# DVSAalytics Advantages in Avaya Contact Centers



The industry-leading Encore® Workforce Optimization (WFO) solutions from DVSAalytics seamlessly integrate with Avaya systems to overcome major challenges facing today's contact centers in all industries.

## Advanced Search Options for Better Insight

Encore's Avaya Integration software captures over 20 key metrics from Avaya to expand search options; for example:

- Total hold time – Allows supervisors to quickly review which agents have excessive hold times to understand whether the causes are process or training issues. If training, eCoaching assignments can be sent to improve performance.
- Consultation calls – Allows the manager to discover the reasons customers are being put on hold in order to consult with others.
- Avaya User to User (UUI) field – Allows the Encore system to receive the customer's account number from the voice response system. Being able to identify the customer is critical to understanding the user experience and how often the customer is calling.



## More Targeted Evaluation Results

Today there is limited time to devote to evaluating agents. Encore provides additional insights into the customer interaction to make the evaluations performed more effective.

- See the call transfer and conference call details, at a glance, to understand all parties involved in the customer experience.
- Understand the impact holds have on the customer's demeanor.
- View the customer journey through the contact center, including transfers to other agents or consultations with supervisors to understand the full context of the call you are evaluating.

## Recording Choices to Meet Your Needs and Budget

Whether a large contact center with the need for a full workforce optimization solution, or a specialized contact center needing basic call recording, Encore offers options to meet your organization's requirements and budget.

In addition, Encore offers both full-time recording and recording only when a user is logged into the phone. This flexibility provides peace of mind for employees ensuring that sensitive calls are not recorded, such as calls placed to management or personal calls made while on break.

## Protect Your Investment with Flexible Redundancy

To maintain consistent recording, data storage, and compliance, it's critical to establish a high availability, redundant system that ensures reliable uptime for your recording system. DVSAalytics offers a variety of options to meet the requirements of all industries, on-premise or in the cloud.

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

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

Phone: 480.538.2020

Email: [Info@DVSAalytics.com](mailto:Info@DVSAalytics.com)

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