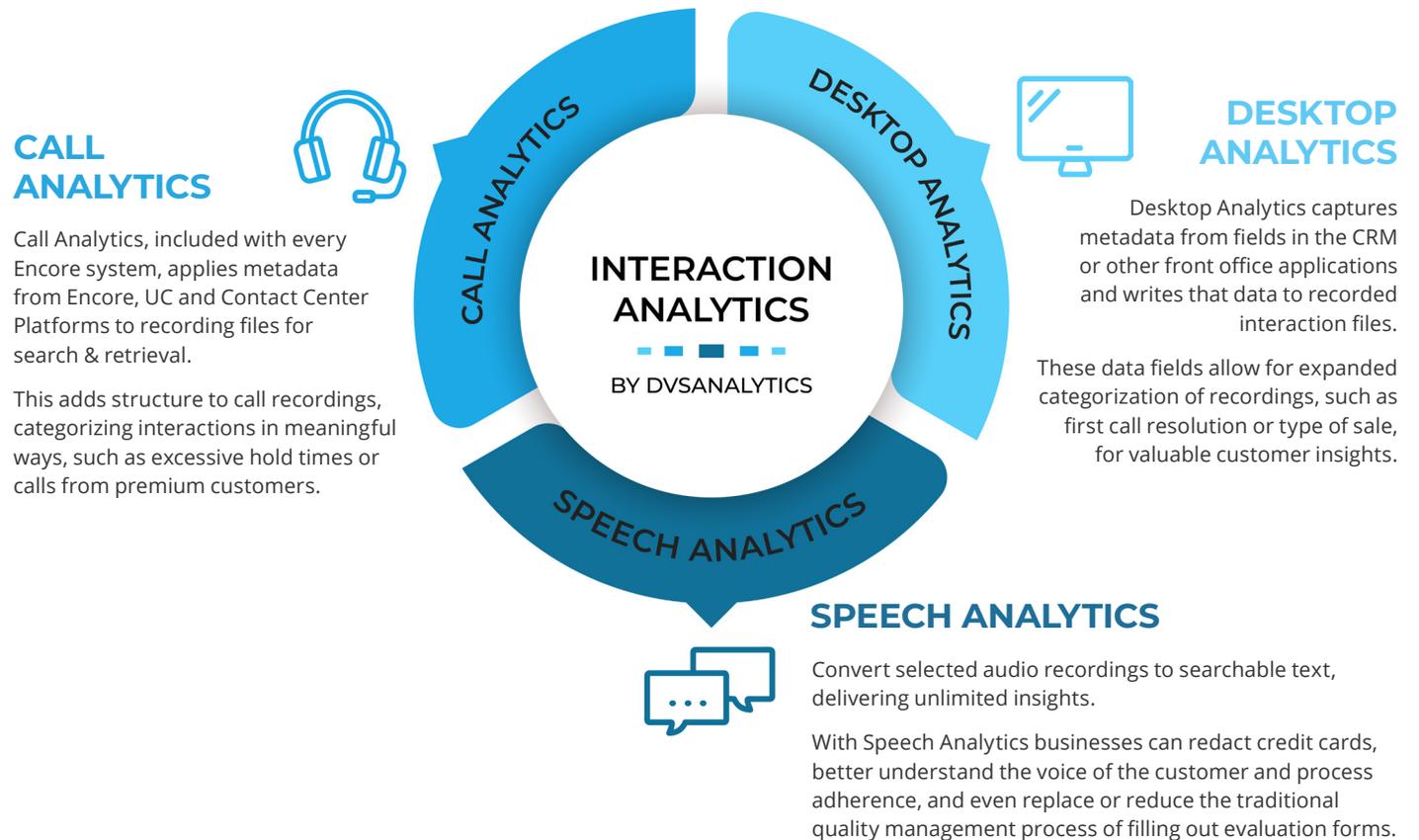


Interaction Analytics

DVSAnalytics Delivers a Practical Approach to Interaction Analytics

In the world of workforce optimization (WFO), analytics means converting recorded interactions, such as voice recordings, into searchable data to gain insight into the business and its customers.

Analytics applies metadata to voice recordings, allowing customization of how calls are categorized, and converts audio to text, delivering unlimited insights into operations and customer interactions.



Why are DVS Interaction Analytics Unique?

Call and Desktop Analytics

- Gain actionable insights into KPIs derived from CRM applications
- Categorize recordings for targeted coaching opportunities
- Reduce unnecessary investment in speech analytics hours

Speech Analytics

- Convert audio to text, providing insights otherwise not possible with call and desktop analytics
- Delivers benefits within a few weeks of project start
- Reduce or replace traditional quality management evaluations of a sampling of calls

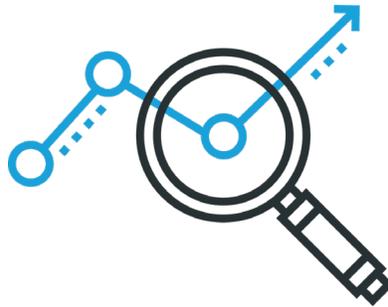
Implementation time and investments are minimal, producing benefits to the business quickly that will expand over time.

CALL OR EMAIL TO
SCHEDULE A DEMO
(480) 538-7750
sales@dvsanalytics.com

 @dvsanalytics

 DVSAnalytics, Inc.

 www.dvsanalytics.com



Measure What Matters

Encore® from DVSAalytics is built to help you take millions of recorded customer interactions and turn them into rich business intelligence and insights.

DVSAalytics
Workforce Optimization Solutions

Gain a competitive edge today!
www.DVSAalytics.com

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.

CALL OR EMAIL TO
SCHEDULE A DEMO
(480) 538-7750
sales@dvsanalytics.com

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.

 **DVSAalytics**

Phone: 480.538.2020

Email: info@dvsanalytics.com

www.dvsanalytics.com