

Encore™ Screen Recording

dvsAnalytics comprehensive voice and screen recording solution allows you to hear and see what your agents are really doing

Highlights

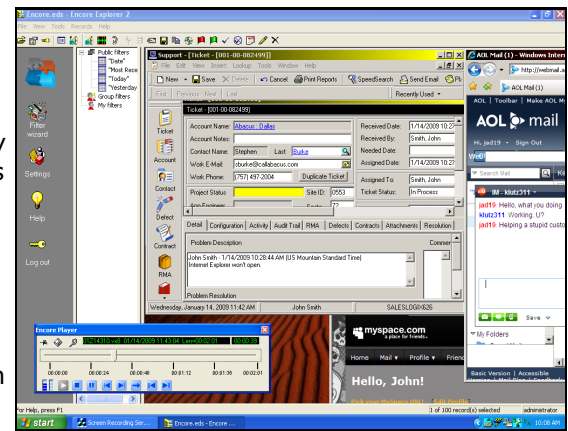
- Synchronized voice and screen recording solution
- Records ALL screen activity during a call, including web-sites visited, e-mails sent, and chat sessions
- Supports multi-monitor environments
- Integrated agent evaluation and scorecards

Encore Screen Recording integrates voice recordings with desktop activity for maximum business intelligence. With Encore Screen Recording, your agent's desktops are recorded so you can watch all transactions unfold before your eyes. By seeing the whole picture, you can enhance the customer experience, achieve greater efficiency, and improve agent performance.

IMPROVE SERVICE QUALITY

Differentiate your business through the quality of its service and support. Encore Screen Recording records ALL desktop activity during a call, including data entered, websites visited, e-mails sent, and chat sessions. Use this data to help resolve customer disputes, verify transactions and improve service levels.

Achieve first call resolution. With Encore Voice and Screen Recording, agents can listen and watch customer interactions to learn what they can do differently to help achieve first call resolution. When first call resolution rates are improved, costs decrease, quality improves, and customer loyalty, satisfaction, and retention increase.



Protect customer data. Recordings can capture sensitive data that should not be archived with the recording, such as credit card numbers, social security numbers, or personal identification numbers. dvsAnalytics recording encryption feature helps address this issue by allowing you to mark areas of the recording where the sensitive data is stored and either encrypt or permanently remove the data. Any video that corresponds with encrypted or scrubbed audio is permanently removed from the recording. This feature is designed to help dvsAnalytics customers comply with the Payment Card Industry Data Security Standards, which govern the storage, transmission, and usage of sensitive data.

ACHIEVE OPERATIONAL EFFICIENCY

Leverage your screen recordings to improve processes, revenue opportunities, and your position in the marketplace. Gain a competitive advantage with Encore Screen Recording!

Effective business processes. Eliminate the possibility of lost sales, customers, and revenues! With efficient workflow processes and sound policies, there is less application downtime, and fewer errors mean employees can execute more transactions in less time, resulting in reduced personnel costs, improved customer service and increased revenue.

Multi-monitor support. Encore supports multi-monitor screen data capture, allowing you to watch an entire call unfold on one monitor while continuing to work on other projects or evaluate calls in CenterPlus™, dvsAnalytics quality assurance solution, using the other monitor. Increase multi-tasking, and productivity, with Encore's multi-monitor capabilities.



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866-580-5577

IMPROVE AGENT PERFORMANCE

Accelerate your contact center's performance by adding an integrated quality management solution, like CenterPlus, that delivers near real-time insights to your workforce via agent scorecards.

Identify new opportunities. Whether your agents listen to and watch their recordings, or a peer's, Encore provides them with the context needed to identify and acquire new sales and service opportunities. By reviewing both sales and "no sale" recordings, your agents will learn how to overcome objections and identify additional sales and service opportunities.

Integrated agent evaluation. After reviewing the agent-customer interaction, supervisors can score the interaction and e-mail the evaluation, the recording (which is produced in an avi file format), and a coaching clip, as an example of best practices, to the agent. Timely feedback and coaching is essential to an agent's performance.

The screenshot displays the Encore software interface. On the left, a window titled "Form - Member Services Team 1" shows performance metrics for agent Amanda Rogal: Greeting (82.9%), Performance (90.0%), and Requirements (100%), with a Total Score of 90.5%. Below this is an "Agent performance" section with a checklist of criteria such as "Identified Self/Company/Department", "Verifies customer name", and "Spoke clearly, pleasant, good tone of voice", each with "Yes" and "No" columns. At the bottom of this window are playback controls and a "Fail" button. On the right, a "Contact Master - Microsoft Outlook" window shows a contact record for "Bob Smith - ContactPlus" with fields for Full Name, Job title, Company, File as, Address, and Business, along with a "Contacts..." button.

About dvsAnalytics

dvsAnalytics is a leading provider of agent productivity and analytics solutions for enterprises and contact centers. For more than 25 years organizations have relied on dvsAnalytics proven technology, innovative solutions, and quality services to develop their workforce, optimize the customer experience, and improve productivity.

Corporate Headquarters

dvsAnalytics, Inc.
17255 N. 82nd St., Suite 4
Scottsdale, AZ 85255
United States

Toll Free

866-302-8131

Email

sales@dvsAnalytics.com

Web

www.dvsAnalytics.com