

Encore™ for Customer Support

Comprehensive recording and performance management solution to improve contact center performance

Highlights

- Monitor and score agent performance in real-time
- Gather and analyze critical marketing information
- Comprehensive reporting solution
- Create agent scorecards that align your KPIs with the goals of your organization

Encore for Customer Service is a recording, quality assurance, and performance management solution that focuses on enhancing the customer experience. It is a cost-effective technology solution that improves customer satisfaction, reduces costs, and increases productivity.

IMPROVE THE CUSTOMER EXPERIENCE

How did you buy your laptop, online or in the store? Did you book your winter vacation over the phone or on the Internet? As markets have become more global and competitive, customers are presented with more choices than ever before. And with products becoming increasingly commoditized, there is a growing need to differentiate your business through the quality of its service and support.

- **Real-Time Monitoring.** Listen and watch calls as they occur. With Encore voice and screen recording supervisors can provide agents with immediate feedback, including the recording, a graded scorecard, and coaching tips. Giving agents feedback within minutes of an interaction results in improved customer satisfaction and more productive agents.



- **Dispute Resolution.** With Encore's easy-to-use recording retrieval capabilities, you can locate the recordings you want quickly and easily. Built-in search functions such as Date Range, Yesterday, and Duration allow you to resolve disputes and verify transactions quickly and effectively. Encore also reduces losses due to frivolous lawsuits, agent misconduct, and threatening calls.
- **Capture Market Intelligence.** Do you know why your customers prefer one product over the other? With Encore you can gain valuable insight into your customer's needs and wants. Understanding customer purchasing behavior enables you to keep pace with shifting consumer trends, shopping patterns, and product expectations. By relaying this kind of business intelligence throughout your organization, you can help your contact center reach its potential as a hub of customer contact.
- **Recording Encryption.** Protect your customers' sensitive data and comply with the Payment Card Industry Data Security Standards (PCI/DSS). Based on the powerful Advanced Encryption Standard (AES) format, encrypt or permanently remove sensitive customer data with Encore's easy to use encryption wizard and multiple levels of security. Encore ensures that the personal information callers share with contact centers is secure.



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REDUCE COSTS

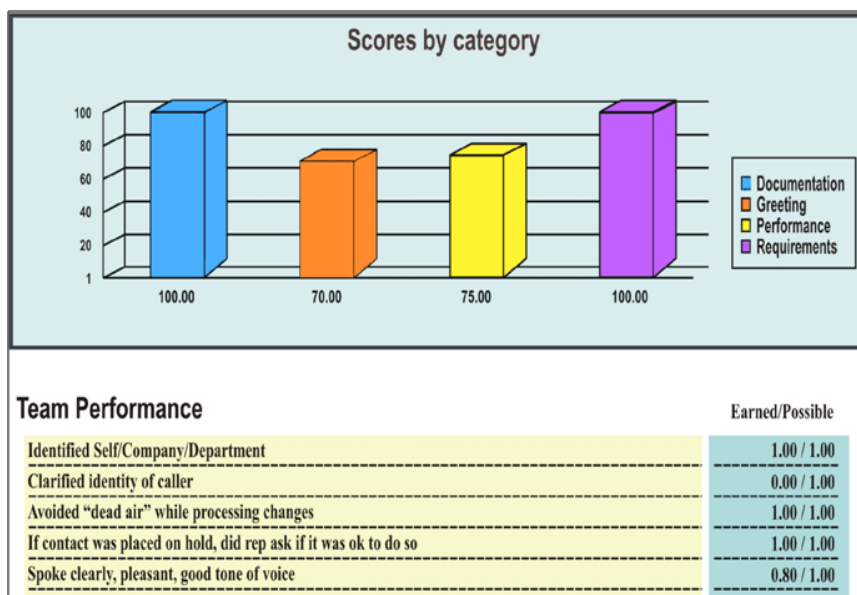
Organizations around the world are looking for ways to improve business results while reducing costs. Contact centers are under constant pressure to increase the value of delivered applications by improving quality and performance while raising productivity and reducing costs. Your contact center can achieve these goals by improving agent and business efficiencies.

- First Call Resolution.** Mistakes happen and problems arise, but when they are addressed immediately, their impact is minimized. Customers are happiest when agents address and resolve their needs during the first, initial call. With Encore voice and screen recording, agents are able to listen and watch customer interactions and learn what they can do differently to help achieve first call resolution. When you improve first call resolution rates, you are reducing costs, improving quality, and increasing customer loyalty, satisfaction, and retention, all at the same time.
- Efficient Business Processes.** Better-performing business processes, less application downtime, and fewer errors mean employees can execute more transactions in less time, resulting in business benefits such as reduced personnel costs, improved customer service and increased revenue. Given the many interrelated variables in a contact center, using quality and process improvement tools is a must—and should be ongoing.

IMPROVE PERFORMANCE

Keeping employees motivated is important in any environment. Nowhere is this more evident than in the contact center industry, where the average agent attrition rate is 30%. Companies can decrease agent attrition and increase agent satisfaction and performance with a healthy mix of empowerment, technology, and targeted training.

- Built-in Coaching Tools.** With Encore’s voice and screen recording capabilities supervisors can listen and watch each conversation as it unfolds—providing them with insight into the entire interaction. After scoring the interaction, supervisors can e-mail the evaluation and recording to the agent, along with a coaching clip as an example of best practices. Timely feedback and coaching is essential to an agent’s performance.
- Comprehensive Reporting.** Interested in quickly identifying the top performers in a category or for a specific Key Performance Indicator? Would you like to know how productive an evaluator is during a certain time of the day? Encore CenterPlus™ comes standard with 47 templates and reports, including agent evaluation, evaluator productivity, sales trending, and team performance, to meet all of your reporting needs. These reports provide valuable insight into your call center’s operations and provides you with the business intelligence you need to take immediate action.



CenterPlus Team Performance Evaluation Report

- Agent Scorecards.** Supervisors can build and modify custom scorecards to include only the KPIs that they want their agents measured against. While reviewing a recording, supervisors can rate an agent's performance on each specific portion of the customer interaction, including the greeting, product knowledge, terms and conditions, and closing. This information enables supervisors to pinpoint the areas where an agent may need additional coaching or training.

The screenshot shows a software interface titled "Form - Customer Service". At the top, there are navigation buttons (back, forward, print, save). Below that is a table of performance metrics:

Opening	100%	Respect/Professionalism	100%
Accuracy Skills	80.0%	Service Standards	80.0%
Call Management	85.7%		

Below the table is a section for "Agent performance" with tabs for "Greeting", "Call Management", "Product Knowledge", and "Closing". Under the "Closing" tab, there are several evaluation questions with "Yes/No" columns and progress bars:

- Did agent resolve the issue on the initial call? (Yes/No)
- Closes call according to service standards. (Yes/No)
- Did agent read terms and conditions? (Yes/No)
- Did the agent suggest ways to improve the read... (Progress bar)
- Did agent thank person for their time? (Yes/No)
- Friendliness: a smile in their voice, good tone, cla... (Yes/No)

At the bottom, there is a text area with the comment: "Good call! Going forward please be sure to remind customers of the late fees/services. Thanks!". Below this is a media player with a progress bar and a timer showing "00:00:00". At the very bottom are buttons for "Fail", "End session", and "Evaluator: administrator".

Callouts around the interface provide the following information:

- Scores are updated as evaluation questions are answered in the form.** (Points to the metrics table)
- Use customized forms and questions to evaluate your agents performance and capture marketing data.** (Points to the evaluation questions)
- Once evaluation form is complete e-mail it to agent for coaching.** (Points to the "End session" button)
- Add comments to individual questions. To view the comments, float your cursor over the yellow indicator.** (Points to the yellow progress bars)
- The Player is easy to use and comes in compact or expanded mode.** (Points to the media player)

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.

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