

Encore™ for Insurance

Accurate & comprehensive recording, quality assurance, and reporting solution for insurance providers

Highlights

- Verify claims and resolve grievances quickly
- Establish and maintain compliance
- Monitor and score agent performance in real-time
- Identify training opportunities with comprehensive reporting

Today's insurance companies are faced with increased regulation, greater compliance standards, and a consistent demand to perform. Encore for Insurance is a cost-effective recording and quality monitoring solution that addresses these issues and enhances the customer experience, minimizes liability risks, and improves agent performance.

ENHANCE THE CUSTOMER EXPERIENCE

With so many insurance companies to choose from, your organization needs to differentiate itself and gain a competitive advantage over other insurers by focusing on the quality of your agent's service and support. Encore can help.

- **Dispute Resolution.** With Encore's easy-to-use recording retrieval capabilities, you can locate the voice and screen recordings you want quickly and easily. Built-in search functions allow you to resolve disputes and verify claims quickly and effectively.
- **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 handling a claim results in improved customer satisfaction and more productive agents.

MINIMIZE LIABILITY RISKS

Most insurance policy claims are begun over the telephone. Calls to and from customers, agents, and claims processors are a key component of the business. Insurance companies depend on the details to settle a claim, leaving little room for errors or miscommunication. With Encore, there is a clear and accurate record of what was said by who. Encore protects your organization against fraudulent claims and frivolous lawsuits.

- **Record what you want, when you want.** Flexible recording options let you configure Encore to integrate with your existing office workflow and adhere to industry regulations. You can specify whether you want to record 100% of interactions, record on-demand, at random, or on a pre-defined schedule.
- **Easy-to-use recording retrieval.** Encore's powerful Filter Wizard helps you locate the recordings you want quickly and easily. Built-in quick search functions such as Date Range, Yesterday, and Duration allow you to immediately retrieve the recordings you want. You can also build your own search criteria and save it for future use.
- **Recording Encryption.** Protect your customers' sensitive data, including social security numbers, by automatically encrypting portions of a call. 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 their claims agent is secure.



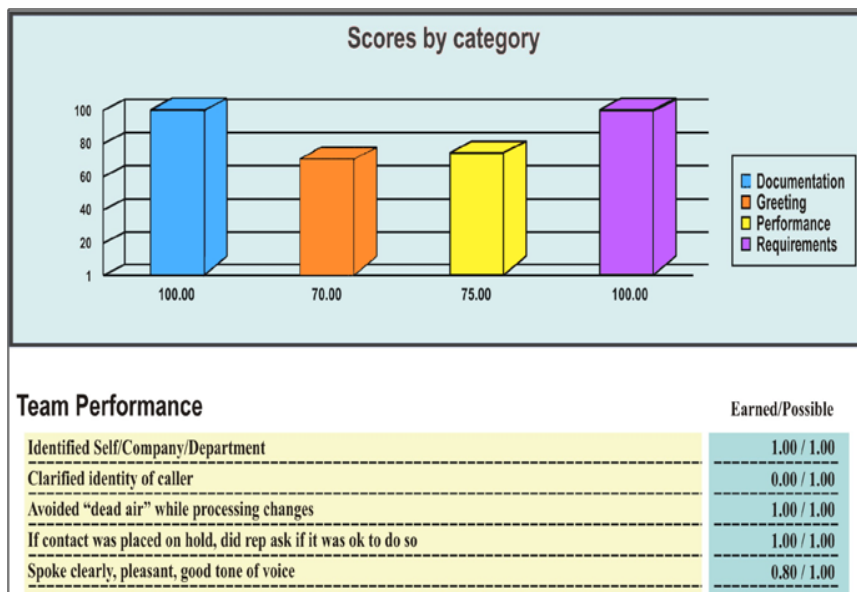
www.ptelinc.com

866-580-5577

IMPROVE PERFORMANCE

Keeping employees motivated is important in any environment. With an average agent attrition rate of 12%, insurance companies can decrease agent attrition and increase agent satisfaction and performance with a healthy mix of empowerment, technology, and targeted training.

- 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 and each question. Did the agent ask the appropriate questions? Did he explain your coverage? Or the claims process? This information enables supervisors to pinpoint the areas where an agent may need additional coaching or training.
- 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 agent 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 company’s operations and provides you with the business intelligence you need to take immediate action.



CenterPlus Team Performance Evaluation Report

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

