

Encore™ for Sales

Comprehensive recording and performance management solution designed to maximize your contact center's resources

Highlights

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

Encore for Sales is a recording, quality assurance, and performance management solution that focuses on enhancing your organization's sales process and increasing agent productivity. It is a cost-effective technology solution that improves revenue, customer satisfaction, and productivity.

MAXIMIZE THE SALES PROCESS

Are you 100% certain that every sale is an actual sale? Do you know if your agents are sticking to the appropriate script? And why are your customers continually purchasing one product over another? Encore will provide you with the data you need to answer these questions, and many more!

- **Real-Time Monitoring.** Listen and watch sales as they occur. With Encore voice and screen recording supervisors can provide agents with specific and immediate feedback, including the recording, a graded scorecard, and coaching tips. Giving agents feedback within minutes of an interaction results in increased sales and revenue and improved customer satisfaction.
- **Sales Verification.** 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 verify sales transactions quickly and effectively.
- **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.
- **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 your contact centers is secure.



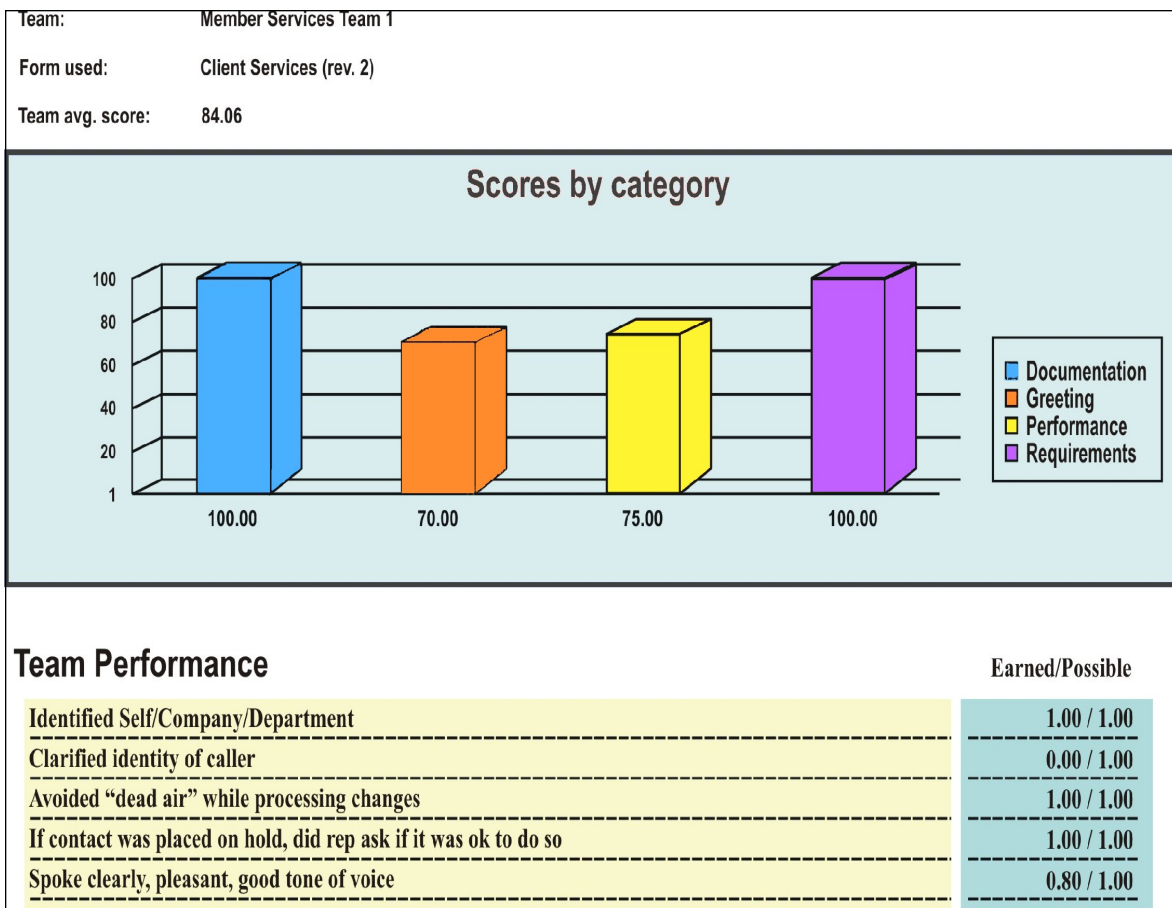
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IMPROVE PERFORMANCE

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 Evaluation Report drills down, showing team performance based on pre-defined categories

- 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 - Retail" used for evaluating agent performance. It features a summary table at the top, a list of evaluation questions with checkboxes, and a playback control bar at the bottom.

Opening	100%	Up Sells/Cross Sells	40.0%
Respect/Professionalism	68.3%	Sales	0%
Accuracy Skills	100%	Total Score	74.5%

Agent performance | Business intelligence

General | Greeting | Sales Information

CALL EXPECTATIONS

- Spoke clearly
- Listen well
- Manage flow of conversation
- Provide undivided attention
- Avoid dead air effectively
- Refrain from using jargon
- Used the customer's name at least twice.
- Show empathy and acknowledgement of customer...
- Accurate information provided.
- Demonstrated knowledge of product.
- Verify information and transaction.
- Representation of company at all times

Need to work on professionalism skills immediately! Also needs a refresher on up-sell and cross-sell opportunities.

00:00:00

Fail | End session | Evaluator: administrator

Callout 1: Scores are updated as evaluation questions are answered in the form.

Callout 2: Use customized forms and questions to evaluate your agents performance and capture marketing data.

Callout 3: Once evaluation form is complete e-mail it to agent for coaching.

Callout 4: Add comments to individual questions. To view the comments, float your cursor over the yellow indicator.

Callout 5: The Player is easy to use and comes in compact or expanded mode.

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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