

Encore™ Workforce Optimization Suite

Paul Fredrick

DVS Analytics

# Paul Fredrick

## Customer

- Paul Fredrick

## Industry

- Retail Men's Clothing

## Challenges

- Previous recording solution was incredibly slow and painstakingly difficult to use
- Required reliable voice and screen recordings to better support commitment to customer service
- Needed tools to evaluate and mentor agents
- Desired more detailed information to focus and streamline training efforts

## Solution

- Encore™ Workforce Optimization Suite

## Results

- Able to reliably and efficiently record both calls and desktop activities
- Easily retrieve recordings based on a variety of call data
- Improved and streamlined evaluation process
- More effective training based on evaluation results

Founded 25 years ago, Paul Fredrick designs, manufactures and directly distributes men's clothing, including tailored dress shirts, stylish Italian ties, trousers, suits and more. The Company sells its collections through catalogs, the company website and social media sites, such as Amazon and Living Social. Without the overhead of wholesalers and store fronts, Paul Fredrick is able to proudly provide great style at everyday prices. At the same time, this distribution model makes the Company's contact centers in Pennsylvania and Georgia critical links to servicing its customers. Contact center representatives field a variety of calls including placing orders, assisting customers with website orders, returns, exchanges, promotional offers, billing questions, etc. Paul Fredrick is committed to providing superior customer service and understands the ability to review recorded conversations is key in monitoring and continuously improving service quality.

"We can only say great things about Encore. It has helped with training, offering better customer service and finding mistakes without inconveniencing the customer. I think it's just great."

## Challenges

Paul Fredrick purchased a recording system that did not live up to its expectations and was disappointed to find that it was cumbersome to use, inefficient and provided very little functionality. Jon Fisher, IT Administrator, explains, "Our previous recording solution was incredibly slow and it was painstakingly difficult to gather calls. If we tried to list calls for a certain month, we might sit watching the monitor for a half hour to an hour before we could listen to a single recorded call." Not only was the system difficult to use, Paul Fredrick experienced trouble when trying to contact customer support for the product, which further diminished its value to the Company.

## Solution

Paul Fredrick decided a more advanced system was needed and discussed its options with Wolfe Communication Systems, Inc. who recommended dvsAnalytics' Encore Recording and Quality Management solution. This recommendation was based upon Encore's innovative tools for easy retrieval and review of recordings, its reputation for reliability and its seamless integration with the Company's NEC UNIVERGE SV8300 communication platform. The Encore solution installed at Paul Fredrick included:

- Reliable and efficient voice and screen recording
- Flexible options to quickly retrieve recordings based on varied and unique call data
- Comprehensive tools to create and conduct evaluations and mentor agents
- Numerous reports for reviewing and analyzing results

"dvsAnalytics Customer Support is amazing. When we send an email to one of your techs, the issue is resolved in very quick fashion."

Fisher comments, "The web-based Encore installation was seamless."

The Company is looking forward to using more advanced Encore features as well, such as call calibration, which promotes consistency among supervisors when scoring agents.

## Results

After using the system, Paul Fredrick confirms that Encore has been a great asset for the Company. Lisa Brugger, Supervisor and Email Coordinator, says, "Encore helps employees learn to provide customers with correct information. Some agents take 50-60 calls a day and it's difficult to remember exactly what happened on each call, so the voice and screen recording is valuable when reviewing calls and training agents." She continues to explain that Encore's evaluation tools have helped supervisors streamline the grading process.

"We can only say great things about Encore. It has helped with training, offering better customer service and finding mistakes without inconveniencing the customer. I think it's just great," comments Brugger.

And, Paul Fredrick has been very pleased with dvsAnalytics Customer Support. Fisher explains, "dvsAnalytics Customer Support is amazing. When we send an email to one of your techs, the issue is resolved in very quick fashion."

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