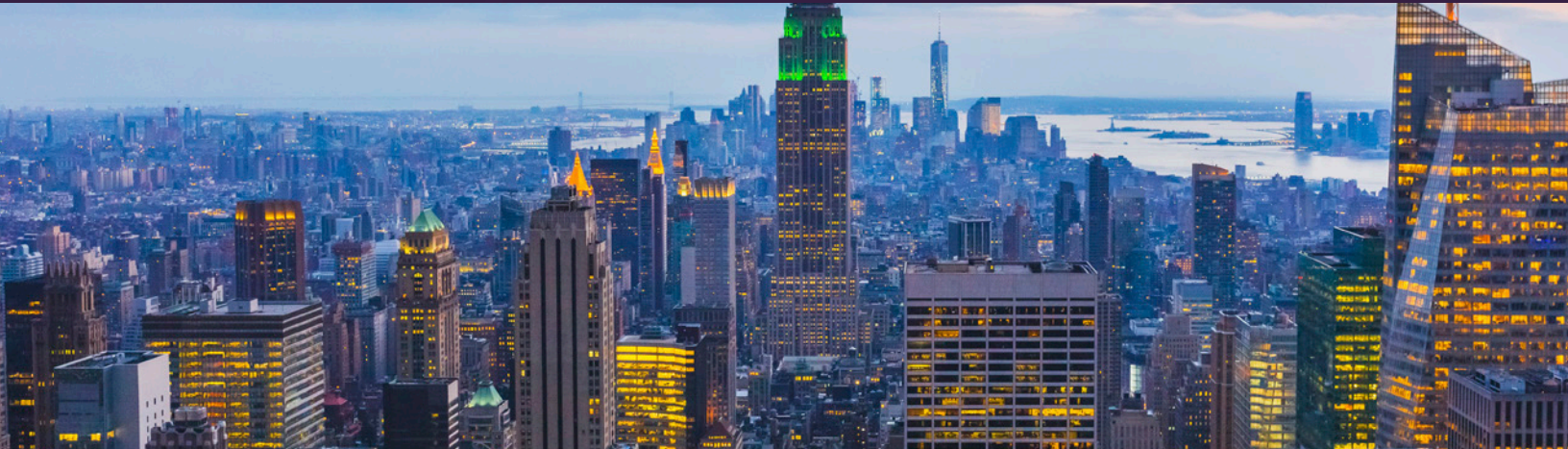


# NEC's Workforce Optimization Software



## DVSAnalytics™ Encore™

**Workforce Management** - Balance the goal for outstanding customer service and the need for low operational costs with workforce management software that:

- Includes computer telephony (CT) adapters that allow the software to view contact history and create staff forecasts by hour, day, week, month, etc.
- Creates schedules to match customer defined service level objectives.
- Communicates those schedules to agents.
- Provides a view of adherence to schedules with the ability to change or optimize those schedules.

**Call and Desktop Recording** - Record all interactions to attain a complete understanding of agent/customer communications. Encore call recording:

- Includes certified computer telephony (CT) integration with all of NEC's communications platforms.

- Has built-in compliance tools for PCI and HIPAA, including encryption, scrubbed data, ePause and start/stop.
- Records all desktop activity, delivering a 360° view of interactions with customers, and allows for multiple monitors.
- Records non-voice communication such as email and chat.

**Analytics** - Turn unstructured, unsearchable voice communications into structured, searchable data, and gain valuable insight into customer communications. Encore Analytics includes tools to find recordings based upon:

- Call data such as ACD queue (call duration, type and direction), hold times, related calls, etc.
- Post Contact Survey results such as low satisfaction rating, Net Promoter Score®, etc.
- Desktop data fields such as customer or patient identifier, call results, etc.
- Speech Analytics results such as critical statements that indicate unhappy customers or missing compliance disclosures.

\* The use of monitoring, recording or listening devices to eavesdrop, monitor, retrieve or record phone conversations or other sound activities, whether or not contemporaneous with transmission, may be illegal in certain circumstances under federal or state laws. Legal advice should be sought prior to implementing any practice that monitors or records any phone conversation. Some federal and state laws require some form of notification to all parties to a phone conversation, such as using a beep tone or other notification methods or requiring the consent of all parties to the phone conversation, prior to monitoring or recording the phone conversation. Some of these laws incorporate strict penalties.

# Winner of the 2015 Product of the Year Award for Exceptional Innovation



**Quality Management** - Evaluating interactions and improving performance in the contact center is more important than ever.

Encore Quality Management includes:

- Best practice evaluation templates and flexible form/evaluation builders to measure agent performance.
- eCoaching that prompts evaluators to create outcome-based evaluation questions, automatically sends a coaching assignment to agents when an evaluation score is unsatisfactory, and includes a URL link to an eLearning lesson.
- Assigns quizzes to measure agent comprehension and eLearning effectiveness.
- Views of eCoaching impact, before and after assignment completion.

**Reports** - Encore Reporting helps to continuously optimize processes and provide pertinent feedback to other business units.

Encore's reports:

- Provide analysis of performance and customer satisfaction trends.
- Can be viewed on demand or scheduled for delivery to a variety of stakeholders on a regular basis.
- Are generated ad hoc via user-defined criteria and may be exported to a PDF or Excel file.
- User-specified report templates can be saved for future use.

**Encore Live Monitor** - As an added bonus to recording all interactions, Encore Live Monitor provides supervisors with the ability to monitor the contact center in real time from anywhere using their smartphone, tablet or desktop. Whether they are walking around the contact center or at a meeting miles away, they have the ability to pull up their team, view agent status, listen live to conversations taking place, and even add voice or searchable text annotations.



**DVSAnalytics, Inc. (DVS)** workforce optimization and engagement solutions (WFO/WEM) are designed to improve the customer experience and maximize the employee engagement and productivity by offering analytics-enabled insights into customer interactions and contact center operations. DVS' Encore™ WFO/WEM suite includes interaction recording, analytics, quality and performance management, workforce management, reporting, and a powerful set of employee engagement capabilities. The company is headquartered in Scottsdale, Arizona.

**Corporate Headquarters (Japan)**  
NEC Corporation  
[nec.com](http://nec.com)

**North America (USA & Canada)**  
NEC Corporation of America  
[necam.com](http://necam.com)

**NEC Enterprise Solutions**  
NEC Europe Ltd  
[nec-enterprise.com](http://nec-enterprise.com)

**APAC**  
NEC Asia Pacific Pte Ltd  
[sg.nec.com](http://sg.nec.com)

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NEC Latin America  
[lasc.necam.com](http://lasc.necam.com)

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