

(Encore™ Live Monitor)


DVSAnalytics

Agent Monitoring & Coaching



At a Glance

- Monitor calls in real-time from any desktop, tablet or smartphone
- Listen live to the most important conversations
- View your agents' current status and call details
- Add voice commentary to the call for enhanced coaching
- Secure access for users with proper permission

Overview

NEC's Agent Monitoring and Coaching solution from DVSAnalytics, Encore™ Live Monitor, is the winner of the 2015 Product of the Year Award for exceptional innovation. It provides new ways to enhance performance by delivering the ability to listen to calls in real-time from anywhere, discern who to monitor and attach verbal coaching to the conversations.

Traditionally, live monitoring has been a process whereby managers randomly select calls to monitor from a phone connected to the PBX and/or their desktop. Encore Live Monitor is a game changer! Encore's monitoring software is available to any business using Encore call recording and turns random monitoring into selective monitoring, provides managers with the ability to add commentary to calls, and accommodates on-the-go managers who can't be tied to their desks.

The screenshot shows the Encore Live Monitor software interface. The top bar includes the 'encore' logo, navigation icons, and a user greeting: 'Welcome Rita Dearing | 10/09/2014'. The main area displays a grid of 249 agents, each with a profile icon, name, role, and call duration. The agents listed include:

Agent Name	Role	Call Duration
Aaron Hester	TeleSales	00:01:33
Aaron Nimmer	Customer Service	00:00:17
Adrian Thomas	Customer Service	23:59:59
Alan Goldman	Customer Service	00:27:35
Alicia Hitt	Customer Service	00:00:56
Allison Wood	Customer Service	23:59:59
Amanda Doherty	Customer Service	00:00:14
Amanda Tritt	TeleSales	00:01:33
Amanda Warwick	IT Help Desk	23:59:59
Ambrianna Echols	Customer Service	00:00:33
Amy Hardy	Customer Service	00:00:34
Andy Gill	Collections	23:59:59
April Kenny	TeleSales	00:01:33
Ashley Alexander	Customer Service	00:00:50
Ashley Black	TeleSales	00:01:34
Ashley Huff	Customer Service	00:00:58
Barbara Langston	Customer Service	00:00:32
Beth McDonald	Customer Service	00:00:26
Bill Carter	TeleSales	
Bobby Corcoran	Customer Service	
Brandi Butler	TeleSales	

Selective Live Monitoring

Encore Live Monitor takes the randomness out of monitoring calls. It provides the ability to selectively listen to calls such as:

- Conversations that appear exceptionally long
- Less experienced agents
- Live interactions between certain support teams and customers

With Encore Live Monitor, calls in progress are organized in a dashboard that:

- Displays agents' names, pictures and status
- Provides additional call data while monitoring
- Highlights agents with longest or shortest wait or talk times
- Allows you to “rewind” and play the call from the start

Real-Time Coaching - Ever listen to a call live and want to give the agent immediate feedback in the context of the conversation?

Encore's unique Voice or Text Annotation lets you pause the conversation and record your own commentary. After the call, a link to the recording that contains the voice or text notes can be sent to the agents and/or evaluators for review and coaching purposes.

Monitor from Anywhere - Today's managers are always on-the-go.

With this revolutionary solution, they can stay connected from any computer, tablet or smartphone and securely see and hear what is going on with their team and customers.



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.

* 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.

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