

(Encore™ Community)



Workforce Management



At a Glance

- All-inclusive licensing to forecast, schedule and manage contact center staffing
- Unlimited supervisor and scheduler licenses
- Includes real-time agent adherence
- Integrates with all of NEC's communications platforms and contact center solutions
- Fully virtualized deployment options

Overview

Contact center managers are continually challenged with scheduling agents to ensure consistent customer service while controlling the costs. NEC's Workforce Management software from DVSAnalytics, Inc.™ solves this problem. With its all-inclusive licensing, DVSAnalytics Encore™ Community delivers everything you need to forecast, schedule and manage agent staffing.

Cutting-Edge Technology to Manage Your Workforce

Encore Community workforce management software leverages cutting-edge technology and a unique, innovative feature set to increase the level and consistency of customer service while controlling the cost of providing that service. While setting a new standard for ease of use, Encore Community enables your team to interact and collaborate while executing your unique workforce management strategy.

Encore Community delivers comprehensive enterprise workforce management features like multi-skilled forecasting and schedule optimization, intraday management and advanced agent adherence reporting. In addition, Encore Community users receive the added

benefits delivered by industry-leading innovation. Intuitive processes like interactive agent bidding, bi-directional SMS messaging and Automated Schedule Adjustment Plans significantly enhance the workforce optimization process.

Regardless of what channel your customers use to communicate with you, Encore Community accurately captures, predicts, optimizes, manages and communicates your dynamic workforce plan to your entire contact center team through a custom-tailored user experience.

Forecasting - Encore Community offers a powerful and competitively distinct forecasting feature providing all the support you need to accurately and definitively staff your center. It's an elegant "What-If" analysis toolkit like no other in the industry.

Features for creating staff plans include:

- Multiple Forecasting Methods including Dynamic, Static, Date Range, Excel Data and Manual Data Entry
- Service Level Objectives
- Shrinkage Profiles
- Single or Multi-Skilled Forecasting

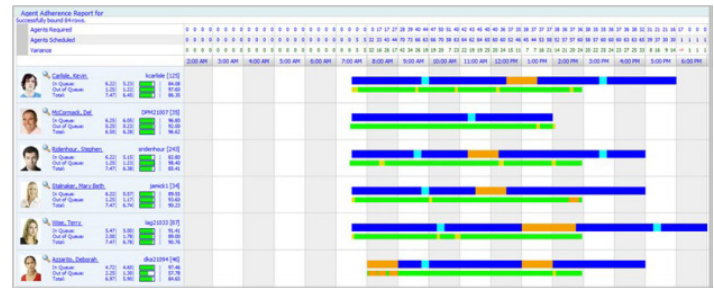
Scheduling - Scheduling with Encore Community is flexible and simple to use. It is easily configured to illustrate a variety of scheduling cultures and processes and then readily aligns them against an unlimited number of forecasted staff plans. Scheduling features include:

- Five Scheduling Methods including Fixed, Floating, Rotating, Composite and Common Day Floating
- Schedule Bidding for Agents
- Scheduling Unnamed Agents

Comprehensive Portals - Adding to Encore Community’s powerful features are portals developed for the unique needs of schedulers, supervisors and agents. The Agent Portal offers a rich, easy to navigate user interface where agents can view schedules, request vacation, post shift swaps, bid schedules, review their adherence and communicate quickly with other contact center personnel in just a few clicks. It is fully customizable and the home page features these components:

- Today’s Hot News
- Today’s Surveys and Results
- All About Me Profile
- My Schedule Transactions
- Schedule Bid Status
- My Weekly Schedule
- My Community Memos

Agent Adherence - It has been demonstrated time and again that 10, 20 and even 30% increases in agent adherence may be captured through advanced adherence tools (the image below demonstrates how Encore Community visually communicates how an agent has adhered to the schedule for each hour of the day). In a 100 agent contact center, capturing 10% more productive hours from agents is the equivalent of adding ten agents into the schedule pool, without hiring a single person. The savings offered by Encore Community are significant.



Flexibility with the Technology Advantage - Encore Community integrates with all of NEC’s communication platforms and contact center solutions, and provides all-inclusive licensing—no modules to purchase separately—with this powerful software. In addition, Encore Community includes unlimited site, supervisor and scheduler licenses. Encore Community’s advanced, industry-leading features empower your contact center like never before.



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.

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