

(Encore™ Lite)

SMB Call Recording for UNIVERGE® SV9100



At a Glance

- Record with a comprehensive, enterprise grade solution at a small business price point.
- Adhere to industry compliance requirements such as PCI and/or HIPAA.
- Readily record, search, and retrieve any call or desktop interaction.
- Monitor live agent activity from desktop or mobile device.
- Design evaluations with a complete range of answer formats.
- Get up and running quickly with remote installation and accessible training.

Overview

NEC's Small and Medium Business (SMB) Call Recording for UNIVERGE SV9100 from DVSAnalytics, Inc.™, Encore Lite, is a comprehensive, affordable recording and quality management solution designed especially for small to medium size businesses. It provides SMBs a software only, easy-to-use recording solution that ensures compliance, improves productivity and enhances the customer experience.

Solution

Encore Lite enables you to record in compliance with industry regulations, easily search and retrieve records for review, perform evaluations for quality management, and more, all at an SMB-friendly price point. Call and screen recording, live monitor, evaluations, and support make it possible for SMBs to realize the benefits of Encore Lite's sophisticated yet user-friendly recording software.

Call Recording

Encore Lite makes it easy to record calls and rigorous testing ensures 100% capture. In more selective recording environments, Record on Demand (Look Back) enables users to initiate recording any time during a call and capture the entire interaction. For businesses that are subject to industry requirements such as PCI, HIPAA, or others, Encore includes a range of encryption options and security settings that are needed to maintain compliance.

Recording search and retrieval is extremely quick and effective. Calls are stored with associated metadata such as ANI, DNS, timestamp, agent, and more, which are used to filter and locate important recordings. Dynamic playlists can also be created, using commonly searched criteria, to automatically collect calls of similar qualities.

Live Monitor

Live monitor gives managers the ability to oversee current team activity, selectively monitor calls in real-time, and attach verbal or text coaching to conversations. Accessible by desktop and smartphone for managers on the go, iOS and Android apps create a mobile-friendly interface with smart navigation that makes it easy to find agents and calls of interest.

Encore Lite comes with one Live Monitor license. Additional individual or system-wide licenses are available as add-on options.

Screen Recording (optional)

Screen recording captures chat and email communication, as well as desktop activity taking place during audio voice calls. Synced desktop and voice recordings provide context for maximum business intelligence, allowing a 360° review of recorded interactions and providing training insight for quality management.

Evaluations (optional)

Evaluations leverage recorded interactions for quality management. Encore Lite includes customizable evaluation templates, or entirely new ones can be created. Questions can be crafted using a variety of answer formats, and then added to evaluation forms until they contain precisely the questions desired. Multiple evaluations can be developed to use with specific types of calls, such as those handled by sales or by billing departments.

Support & Flexibility

NEC's SMB Call Recording from DVSA Analytics, Encore Lite, takes the worry out of recording today, and as your business grows, can scale from 4 to 72 ports. It supports a variety of environments including station and trunk side - TDM or VoIP. Plus, Encore Lite deployments are done remotely, so you can be up running same-day. Finally, use Encore Lite to its potential every day with 24x7x365 training and support.



DVSA Analytics, 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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