Product Overview

dvsAnalytics Encore™ Workforce Optimization Suite is a software solution featuring call and screen recording, integrated evaluations with automated coaching, agent forecasting and scheduling, and powerful analytics tools. Companies, organizations and government agencies use Encore to rapidly reduce risk, maintain compliance and improve the productivity of their contact centers. Designed with an intuitive interface and comprehensive licensing, Encore is an enterprise-class solution used by organizations of all sizes. Sales and customer service teams from a variety of industries including healthcare, travel and leisure, telecommunications, financial services, transportation, consumer products (i.e. online retailers) and the public sector use Encore successfully today.

Solution Overview

Call and Screen Recording
The Encore Suite offers 100% or selective Call and Screen Recording that is scalable from 24 to 6,000+ seats. Built to seamlessly integrate with your ShoreTel communication platform, see the figure below for a sample configuration.

With Encore you can easily locate the information you need using the built-in search functionality to create dynamic playlists. Encore offers many powerful features, a few of which are:

- PCI and HIPAA compliant recording
- Desktop and third-party application integration
- Multiple-monitor screen recording
- Related Call tracking
- Telephonic Signature
- Mobile Applications, including Live monitor

Quality Management

Encore’s Quality Management tools are designed to assist supervisors with proficiently evaluating and coaching agents for improvement. With Encore, users can easily build and modify evaluations to assess agent performance. As evaluators review recordings, Encore’s eCoaching application automatically queues assignments to send to an agent when a question's score is at or below the predetermined “acceptable” threshold.

The evaluators may add or remove assignments before sending them to an agent. An eLearning link is associated with each eCoaching assignment, such as a video or knowledgebase article, that helps the agent improve a certain skill. Supervisors are then able to track all assignments sent to agents and view their current status, and can generate one of the Encore Quality Management reports to view in-depth feedback on an agent’s performance.

Products

- **Call and Screen Recording**
  100% or selective call recording

- **Quality Management**
  Evaluate and coach agents

- **Post Contact Survey**
  Automatically email surveys to clients at the conclusion of a call

- **Speech Analytics**
  Process thousands of hours of customer interactions quickly

- **Desktop Analytics**
  Capture data from desktop and third-party applications

- **Workforce Management**
  Balance service level expectations and control costs

- **Reports**
  Generate reports from a complete report library provided with Encore

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The Encore system not only provides the ability for managers to evaluate their agents' performance but also provides agents the tools to evaluate their own performance allowing them to provide valuable input into the quality management process.

**Post Contact Survey**
With Encore's Post Contact Survey you can automatically email surveys to customers at the conclusion of a conversation, email exchange or chat session. As customers complete the surveys, the results are linked to recordings associated with that particular engagement.

When conducting internal evaluations of recordings and assigning eLearning training, evaluators are able to consider the customers’ feedback, thereby attaining a complete 360° view of the interaction. Adding the voice of the customer to the quality management process offers tremendous value to businesses.

**Speech Analytics**
Designed to help businesses dig deep into their recorded conversations and spot important, actionable information, Encore’s Speech Analytics application allows them to:

- Target the recordings to be evaluated
- Audit the accuracy of their agents’ adherence to regulatory compliance procedures
- Identify client satisfaction trends (i.e. cancelled orders) by analyzing recordings for specific terms
- Gather product or process improvement suggestions from customer calls

Encore’s Speech Analytics can process and mine through thousands of hours of customer interactions quickly, providing you with the data you need to make critical business decisions. This phonetics-based method scans recordings to identify a defined string of phonemes, the smallest units of sound that constitute a language. Encore speech analysis even allows you to search for industry jargon, acronyms, product names and new words without having to update a dictionary.

With Encore, there is no need to learn a different software application to search or listen to recordings based on speech analytics criteria. Instead, Encore incorporates the speech analytics criteria into its standard dynamic playlists allowing users to search recordings for speech analytics terms and play those recordings directly in Encore.

**Desktop Analytics**
Acquire valuable information by capturing data from desktop and third-party applications and adding it to recorded interactions using Encore’s Desktop Analytics feature. Embedding customer information, patient number, support ticket number and more from desktop applications (e.g. CRM, ERP or HIMS) directly into the recordings gives you the ability to search for recordings based on this incremental data to help pinpoint exact interactions. By adding this intelligence to recorded interactions, for example, you can easily evaluate all “closed won” or “closed lost” deals, or all escalated calls to better understand your customers and improve your product or service offering.

**Workforce Management**
Encore’s Workforce Management software, Encore Community, offers a unique, innovative feature set to help balance the service level expectations of your customers and control the costs of staffing your contact center. The software is designed to automate forecasting and scheduling of your contact center staff while tracking the employee adherence to the established schedule. With its personalized user experience and custom portals, Encore Community enables your team to interact and collaborate while executing your unique workforce management strategy. It delivers comprehensive enterprise workforce management features like:

- Five forecasting methods
- Single and multi-skilled forecasting with efficiency gradient
- Skill-based intra-day reforecasting
- Advanced agent adherence reporting and one-click adherence reconciliation
- Color-coded, fully-interactive schedule bidding
- Two-way mobile messaging or email communications for scheduling updates

“After a comprehensive review of the leading telecom and call recording options, the pairing of the ShoreTel PBX and dvsAnalytics’ Encore Call Recording solution was the clear choice for our business. Platform up-time, flexible management across multiple locations and compliance with strict industry regulations was essential. We are pleased with this partnership.”

- Scott Burkhardt,
Chief Information Officer
Wakefield & Associates, Inc.

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**About dvsAnalytics, Inc.**

dvsAnalytics is a leading provider of workforce optimization software that enables organizations to improve their contact center performance while enhancing the customer experience. The company's Encore™ Suite includes comprehensive applications for recording, 360° quality management, workforce management and analytics. Encore is particularly known for its automated coaching, integrations with industry-leading communication platforms, and its rapid return on investment.

dvsAnalytics has been successfully delivering these solutions to enterprises, across all industries, for over 30 years. From its innovative solutions to exceptional support, customers and resellers find that doing business with dvsAnalytics is a pleasant and profitable experience. Learn more at www.dvsAnalytics.com.
About ShoreTel, Inc.

ShoreTel, Inc., (NASDAQ: SHOR) is a leading provider of Pure IP Unified Communications solutions. ShoreTel enables companies of any size to seamlessly integrate all communications - voice, video, messaging and data - with their business processes. Independent of device or location, ShoreTel's distributed software architecture eliminates the traditional costs, complexity and reliability issues typically associated with other solutions. ShoreTel continues to deliver the highest levels of customer satisfaction, ease of use and manageability while driving down the overall total cost of ownership. ShoreTel is headquartered in Sunnyvale, California, and has regional offices in the United Kingdom, Sydney, Australia and Munich, Germany. For more information, visit www.shoretel.com or call 1-877-80SHORE.

Disclaimer

To be “ShoreTel Certified” means that Technology Partner's product will inter-operate with the ShoreTel system, but ShoreTel does not certify that the features or functionality of Technology Partner's product will perform as specified by Technology Partner nor that Technology Partner's product will meet your specific application needs or requirements. To inter-operate means that Technology Partner's product is able to exchange, use and share information with the ShoreTel system.

Reports

Encore provides call statistics, performance tracking, evaluator productivity, eCoaching results and much more in its complete report package. Several reports also provide links that, when clicked, offer more detailed data, helping you drill-down to view critical information.

All Encore reports can be generated on a schedule – weekly, monthly, quarterly or more. Encore offers you the option of scheduling reports to be automatically generated with data you need, and delivered to you via email or saved to an online file sharing location.

Encore provides a standard library of reports designed to help you improve the performance of your contact center. You may also design customized reports using Microsoft SQL Server Reporting Services. Encore reports may easily be converted to other formats including PDF, Excel or Word.

Key Features/Benefits

Optimized ShoreTel Integrations

Encore’s computer telephony integration (CTI) is optimized to seamlessly handle multiple sites and capture additional CTI fields, such as call direction, call type and unique call IDs for linking and reviewing related calls. Encore’s optimized ShoreTel integration removes traditional worries associated with retrieving 100% of recordings. And the additional fields help end users more easily locate which recordings to review for streamlined quality improvement.

Improve Productivity and the Customer Experience

Encore’s Workforce Optimization Suite delivers all the tools required for contact centers to meet service levels while containing costs, provides a 360° view of customer interactions, and improves the customer experience with continuous process improvement. These benefits are delivered through Encore’s comprehensive workforce management software for optimizing staff schedules, and recording and quality management software for process improvement.

Mitigate Risks and Maintain Compliance

Encore helps you mitigate risk and protect your organization. Recording customer interactions and transactions allows your quality assurance team to review and confirm orders, as well as resolve any misunderstandings or disputes. Recording all inbound calls and tracking frequency and other call statistics also provides you with the foundation to identify potential fraud and prevent malicious incidents. Encore’s encryption, scrubbing, ePause and telephonic signature features also help your contact center comply with industry regulations, such as PCI, HIPAA and Dodd-Frank. dvsAnalytics is committed to continuing to deliver new applications to help protect your organization and reduce the cost of regulatory compliance.

Best Return on Investment

Encore has been recognized as having a very high return on investment (ROI). With its comprehensive licensing model, customers receive more applications “out-of-the box” with Encore. For example, an investment in basic workforce management licensing provides not only the ability to generate agent schedules, but also to view real-time adherence and make changes on-the-fly. Also, an investment in Encore recording provides not only call recording, but also screen recording and quality management with eCoaching. And with either application, there is no need to worry about additional licenses for supervisors, administrators, quality staff or schedulers. Unlimited permissions-based login credentials accompany basic licenses.

Customer Value

dvsAnalytics’ Encore Suite provides organizations with a comprehensive workforce optimization suite of applications that optimize available ShoreTel CTI data capture to ensure 100% recording of customer interactions and accurate staff forecasting to achieve service level objectives. Also, Encore’s inclusive licensing model and unique, automated quality management applications provide customers with the tools they need for continuous process improvement at a reasonable cost.