Encore Workforce Optimization

Automations to Create High Levels of Customer Satisfaction

DVSAnalytics

Automate business processes with Encore® Workforce Optimization software to improve performance and enhance the customer experience.

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 the major communication 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.

- Supports English, French, Spanish and Brazilian Portuguese.

Mobile Live Monitoring

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 can use Live Monitor to pull up their team, view agent status, listen live to conversations taking place, and even add voice or searchable text annotations.

HIGHLIGHTS

› Schedule staff based on service level objectives

› Record all voice and desktop interactions

› Analyze recordings to identify key interactions to review

› Improve performance by evaluating and automatically assigning eCoaching lessons to focus on KPIs that need attention

› Report on the most important data points to identify trends and measure performance using real-time dashboards and reports

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.

Reports and Dashboards

Encore helps to continuously optimize processes and provide pertinent feedback to other business units. Encore's reports and dashboards:

- Provide analysis of performance and customer satisfaction trends.
- Are available on demand or scheduled for delivery to a variety of stakeholders on a regular basis.
- Offer real-time, dashboard views of KPIs and trends at a glance.
- 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.

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.
- Built-in eLearning creates a seamless setup, viewing, and reporting experience.
- eCoaching automatically sends coaching assignments to agents when evaluation scores are unsatisfactory.
- Assigns quizzes to measure agent comprehension and eLearning effectiveness.
- Views of eCoaching impact, before and after assignment completion.

Gamification

Encore Gamification automates the creation and management of performance-based contests and rewards. Encore contests include:

- Automation of everything from setup and administration to reward redemption, resulting in an increased capacity to host contests more frequently than ever before.
- Recognition of top performing agents via leaderboard standings.
- Earn points and redeem rewards, all within Encore.

Encore

Designed to improve the customer experience, maximize employee engagement, and deliver analytics-enabled insights into customer interactions and contact center operations.

Call 480-538-7750 or email Sales@DVSAnalytics.com to schedule a live demo.

DVSAnalytics

Phone: 480.538.2020
Email: Info@DVSAnalytics.com
www.DVSAnalytics.com