Encore Cloud

Encore Workforce Optimization Delivered as a Service

DVS Analytics

Highlights

- Encore available via Cloud.

- Full featured workforce optimization in the cloud.

- Works with cloud or premise-based communication platforms.

- Managed Services include:

  - System Administration
    - Windows updates.
    - New releases.
    - System alert monitoring.
    - Configuration changes
    - Database backup and maintenance.

  - User Administration
    - New user creation.
    - Deactivate users.
    - User profile changes.

Encore's proven call and screen recording, quality management, analytics, and workforce management software are now available to use as a service.

After 30 years of successfully delivering premise-based workforce optimization software to businesses, dvsAnalytics has now made those same applications available in the cloud. Unlike some vendor's cloud offerings, Encore Cloud users have access to the same features and functionality they are accustomed to in the premise-based solutions. Also, unique to Encore Cloud, your communication platform can reside on premise or in the cloud.

dvsAnalytics' Encore Cloud includes not only access to the latest versions of Encore software, but also Managed Services with 24X7 support and unlimited business user training.

Encore Cloud's flexible packages, as detailed below, make it easy to select the appropriate solution.

Package	Basic	Professional	
Features	• Voice Recording • Full Encryption • Reporting • CT Integration	• Voice Recording • Screen Recording • Full Encryption • CT Integration	• Evaluations • Mobile Live Monitor • Dashboards & Reporting • Gamification
Storage	• 500GB		
Options	• Additional storage: Increments of 100GB • Automated download of recordings		

Add-on Packages*	Analytics	Workforce Management
Features	• Speech Analytics • Desktop Analytics • Post Contact Survey	• Forecasting • Scheduling • Real-time Adherence

*Available only on the Professional Package .

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

About dvsAnalytics

dvsAnalytics is a leading provider of workforce optimization software that enables organizations to improve performance and enhance the customer experience. The company's Encore Suite includes applications for recording, quality management, workforce management, analytics, and gamification. dvsAnalytics has successfully delivered these solutions to enterprises for over 30 years.

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