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DVSAnalytics

Encore™
Workforce Optimization and Recording Suite

NEC's Workforce Optimization and Recording Suite from DVSAnalytics™ – a powerful, comprehensive suite of applications for recording, 360° quality management, workforce management and analytics.

At a Glance

- Proven solution that works flawlessly with all NEC communications platforms and contact center solutions

- Innovative applications that take Workforce Management and Quality Management processes to an entirely new level

- Built-in tools to ensure security and compliance

- Post contact surveys add the customer perspective to evaluate recordings

Overview

Experience NEC's Workforce Optimization and Recording Suite from DVSAnalytics™ – a powerful, comprehensive suite of applications for recording, 360° quality management, workforce management and analytics. With DVSAnalytics Encore™ in your enterprise or contact center, you can monitor, log, review, retrieve, evaluate and analyze all customer communications. No other system combines so many features and flexibility in such a compact, reliable and affordable solution.

The Encore Workforce Optimization and Recording Suite consists of:

- **Encore Call and Screen Recording** integrates voice recordings with desktop activity for maximum business intelligence to improve customer satisfaction and uncover agent challenges.

- **Encore Community** delivers comprehensive workforce management features like multi-skilled forecasting and schedule optimization, intraday management and advanced agent adherence reporting plus processes like interactive agent bidding, SMS messaging and Automated Schedule Adjustment Plans which significantly enhance the workforce optimization process.

- **Encore Quality Management** provides the ability to monitor, conduct evaluations, survey customers, assign eLearning modules, compare evaluators and improve productivity.

- **Encore Reporting and Analytics** consolidates data from recordings, the phone switch, desktop applications and optional analytics engines to identify coaching opportunities, best practices, process improvements and business intelligence.

Encore's Recording Solution
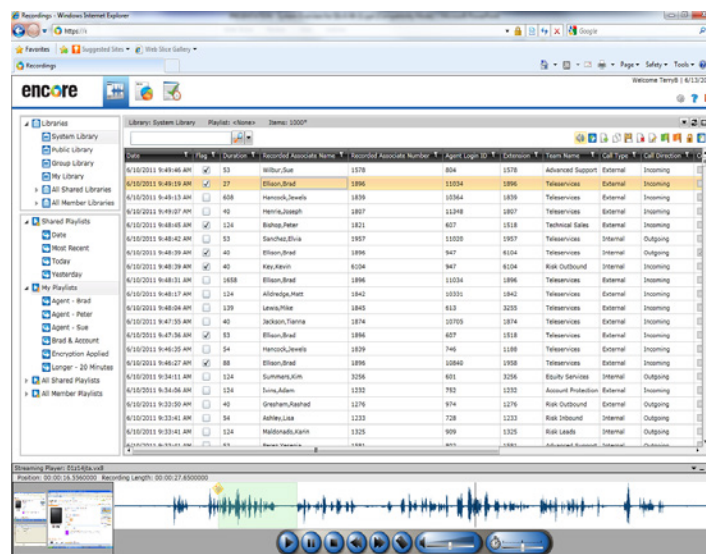
Solution

Recording

Comprehensive Recording - Whether you need 100% recording or selective, Encore records the conversations and desktop activity that takes place during a call and stores those files with associated data captured from the phone switch and desktop applications into libraries, which can be further segmented into "playlists" for quick retrieval and review. Recordings are accessible based upon user-defined permissions and privileges. Encore's easy-to-use "iTunes®" type player allows evaluators to skip ahead and even tag certain sections within a call for efficient review.

Global Search and Retrieval - It doesn't matter if Encore is in one office or 20 offices; users are able to retrieve recordings regardless of where they are stored. Built-in search functions, such as Date Range, Customer ID or Account Number, allow you to immediately retrieve the recordings and review or forward them to a requesting party.

Flexible Recording Methods and Seamless Integrations - Encore can record TDM and VoIP (SIP trunk-side or VoIP station-side) calls by seamlessly integrating with all of NEC's communications platforms. This significant benefit has resulted in production customers reducing ongoing network administration expenses as much as 80%, in combination with the resource efficiency (power and footprint) provided by ProgrammableFlow.

Notification Alerts - If anything goes wrong with the system, whether a device fills up or a drive goes bad, Encore's Notifier has an extensive menu of alarms that can page, email, sound alerts and send SNMP traps to notify appropriate personnel immediately.

Compliance and Encryption - Protect your customers' sensitive data and comply with the latest state, federal and industry regulations using Encore. Encore encrypts or permanently removes social security numbers, credit card numbers, credit card validation codes or values and more using industry standard algorithms and secure protocols. Encore's role-based access and audit trails help ensure data security compliance.

Advanced Security Features - Multiple permission levels allow you to control who can access recordings, evaluations and reports. Permissions can be set at the individual or team level.

Workforce Management

Forecasting - Encore Community allows you to accurately and definitively staff your contact center through its elegant "What If" analysis toolkit. Create staff plans through multiple forecasting methods including dynamic, static, date range, Excel data and manual data entry, service level objectives, shrinkage profiles and single or multi-skilled forecasting tools.

Scheduling - Utilize this flexible scheduling tool to easily illustrate a variety of scheduling cultures and processes and then align them against an unlimited number of forecasted staff plans. It provides you with five scheduling methods including Fixed, Floating, Rotating, Composite and Common Day Floating plus schedule bidding for agents and scheduling unnamed agents.

Comprehensive Portals - Enable your agents to easily view schedules, request vacation, post shift swaps, bid schedules, review their adherences and communicate quickly with other contact center personnel through these fully customizable portals.

Agent Adherence - Capture agent adherence through Encore Community's advanced adherence tools. It has been demonstrated time and again that by capturing 10% more productive hours from agents, in a 100 agent contact center, is the equivalent of adding ten agents into the schedule pool without hiring a single person – resulting in significant cost savings.

Encore Community visually displays how an agent has adhered to the schedule for each hour of the day.

Quality Management

Customizable Scorecard - Evaluators or supervisors can build and modify custom scorecards to include only the Key Performance Indicators that they want their agents measured against. Choose from several question types, including a pick list (multiple choice), fill-in-the-blank, grading scales or yes/no. Comment areas are available for each question or for the entire evaluation.

Automatic eCoaching - Evaluate and score agent performance in near real-time, allowing for immediate feedback. If an agent scores below a set threshold for a question, an eLearning module is automatically assigned to the agent and an email is sent to notify the agent. Timely feedback and coaching is essential to an agent's performance.

Calibration Analysis - To train and measure evaluator productivity and quality, use Encore's calibration to compare evaluator grading behavior and ensure scoring consistency.

Post Contact Survey - Encore includes built-in tools that automatically email surveys to customers immediately after an interaction is concluded. This customer feedback provides an additional perspective when evaluating agents.

Reporting and Analytics

Comprehensive Reporting - Encore Reporting consolidates data from recordings, the NEC's communications platforms, desktop applications and optional analytics engines to identify best practices and coaching opportunities, and gain insight into customers' needs and wants. It also provides on-demand or scheduled report delivery, offers extensive drill-down capabilities, and uses Microsoft® Reporting Services, which includes an easy-to-use Report Builder.

Analytics - These optional applications in the Encore Suite, are particularly useful for streamlining the quality management process. Both desktop analytics and speech analytics help managers and evaluators zero in on key recordings for review. Analytics applications identify key phrases, or lack thereof, capture critical customer data, protect sensitive information and optimize QM processes and workflows.

About NEC Corporation of America: Headquartered in Irving, Texas, NEC Corporation of America is a leading technology integrator providing solutions that improve the way people work and communicate. NEC delivers integrated Solutions for Society that are aligned with our customers' priorities to create new value for people, businesses and society, with a special focus on safety, security and efficiency. We deliver one of the industry's strongest and most innovative portfolios of communications, analytics, security, biometrics and technology solutions that unleash customers' productivity potential. Through these solutions, NEC combines its best-in-class solutions and technology, and leverages a robust partner ecosystem to solve today's most complex business problems. NEC Corporation of America is a wholly-owned subsidiary of NEC Corporation, a global technology leader with a presence in 160 countries and $28 billion in revenues. For more information, visit necam.com.