Innovation Guide

DVSAnalytics, Inc.

DVSAnalytics designs, develops and delivers a robust set of workforce optimization (WFO) solutions for customers of varying sizes, specifically for those in the government, financial, healthcare and retail industries, and Business Processing Outsourcing (BPO) contact centers.

DVS has more than three decades of experience in the contact center market and has been an Avaya DevConnect Technology Partner for over 15 years. Understanding how important compliance tested products are to customers, DVS makes compliance testing its solutions with Avaya platforms a priority. Its Encore® Workforce Optimization (WFO) solution set is available in the cloud or on-premise (both subscription and perpetual licensing), giving customers the option to choose the delivery model that works best for them.
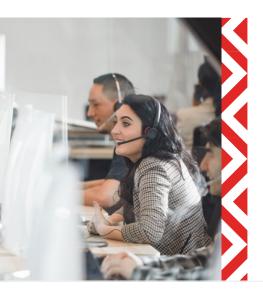
Member presence in North America, EMEA, and CALA.

For more information: | Visit www.dvsanalytics.com or contact Rachel Thomsen at rthomsen@dvsanalytics.com / +1 480-538-7735

Encore Workforce Optimization

DVSAnalytics Encore Workforce Optimization solutions help customers using an Avaya contact center platform measure and improve the customer experience, enhance agent performance, maintain regulatory and industry compliance, meet service level objectives and facilitate employee engagement. The solutions are ideally suited for contact center customers across industries, including healthcare and financial institutions, and government agencies.

A combination of the following Encore WFO applications help customers boost contact center performance and increase employee engagement:

- Interaction Recording with call and desktop recording enable a 360° review of customer interactions.

- Practical Analytics provide advanced insights into customer communications using speech and other analytical tools.

- Quality Management enables interaction evaluation, automated coaching and eLearning.

- Dashboards and Reporting deliver real-time visibility into contact center operations.

- Workforce Management helps customers meet service level objectives while optimizing staffing requirements.

- Workforce Engagement promotes employee involvement using gamification and self-serve portals.

- Voice of the Customer provides a complete view of the customer experience using speech analytics and post contact surveys.

Available in a variety of license models—including SaaS (Software as a Service), Subscription, and Perpetual—Encore provides customers with essential contact center tools via the cloud, on-premise or as a combination.

Compliant with: Avaya Contact Center Select and Avaya IP Office Server Edition

About Avaya

Businesses are built by the experiences they provide, and every day millions of those experiences are delivered by Avaya Holdings Corp. (NYSE: AVYA). Avaya is shaping what's next for the future of work, with innovation and partnerships that deliver game-changing business benefits. Our cloud communications solutions and multi-cloud application ecosystem power personalized, intelligent, and effortless customer and employee experiences to help achieve strategic ambitions and desired outcomes. Together, we are committed to help grow your business by delivering Experiences that Matter. Learn more at www.avaya.com.

About DevConnect

DevConnect is Avaya's developer and technology partner program. Joining at the free Registered level gives you access to a wide range of developer resources, including APIs, SDKs, technical support and training. Enhanced Membership options offer higher levels of technical support, compliance testing and co-marketing benefits. To learn more or register for membership, visit www.devconnectprogram.com.