

Encore™ Technical Specifications

Performance management, reporting, and analytics enhance benefits in real time

Encore is a comprehensive voice and screen recording solution that includes performance management, coaching, and reporting functionality to address liability recording needs, measure how well agents adhere to internal standards and procedures, determine if customers are satisfied with service. Encore is easy to use, upgrade, and maintain. With its seamless integration and vast scalability, Encore can serve multiple locations.

Highlights

- Uses industry standard server platform
- Serves multiple locations through standard, local, WAN topology, and IP and VoIP standards
- Scales from a small number of agents to hundreds
- Archive media provide quick and simple random access retrieval

TYPICAL HARDWARE

- HP ProLiant ML370 G6 Large Form Factor Tower Server
- Quad-Core Intel® Xeon® Processor E5504
- HP 4GB PC3-10600E Memory
- Embedded P410i – SAS/SATA Controller
- RAID 1 Drive Set
- One 160GB 3G SATA 7.2K Hot Plug SATA Hard Drive
- Two 500GB 3G SATA 7.2K Hot Plug SATA Hard Drives
- One 16X Half-Height SATA DVD RW Optical Drive
- One NC375i Integrated Quad Port Multifunction Gigabit Server Adapter
- Two 750W HE Hot Plug Power Supplies
- Hot Plug Redundant Fan Kit
- HP 6-Bay Drive Cage
- Microsoft® Windows® 2003 Server Standard Edition, 5 CALs
- USB Soundcard
- Microsoft SQL® 2008 Express (can be upgraded if SQL 2008 licenses is purchased by customer; continues to operate with SWL 2000 and 2005)



**Rack mount rails available at additional cost; monitor provided by customer*

**For server specifications for Encore Small Business & VoIP systems, contact dvsAnalytics*

FEATURES

- No upper limit to the number of users
- Permission-based access via LAN/WAN/Internet
- Multiple Encore servers supported with common database
- Speech digitization – 24KBPS, ADPCM standard, 8 KBPS optional
- Voice processing cards can mix analog and digital in same chassis
- Audio inputs – analog, digital station set, T1, ISDN PRI, and VoIP
- Connection – 50-pin Amphenol standard (analog and direct digital passive); RJ-45 (T1 passive and active); RJ-14 or 50-pin Amphenol standard (conference active)
- Automatic Gain Control – adjustable from 0 to 100, DSP control with noise gate
- Audible time stamp in replay or reproduction
- Continuous self-diagnostics with alarms
- External alarm contacts
- Beep tone warning per channel (duration & level adjustable) – analog only (optional)
- Active and passive interfaces available

AUDIO INPUTS

- Analog, Digital, and VoIP

TRUNK RADIO

- Data channel capture off air
- Capture of talkgroup, radio ID, and radio alias

RECORDING**Features**

- Audio pre-trigger buffering is 0 to 2.5 seconds
- Activity hold time is 1 to 14 seconds
- Threshold range is -23 dB to -65 dB
- DTMF detection, outbound
- Conventional radio, audio only

Starts/Stops

- Hook-state, on/off
- VOX
- CTI control
- CDR/SMDR
- Host control, ECAPI
- Host key from agent workstation
- Script-based control
- ISDN signaling

SOFTWARE**Encore Explorer 2**

- No license required
- Filter capabilities
- Average access/search time is 1 second
- Email entire or partial audio/video file
- Speed up or down audio during playback
- Loop playback
- Live, local, and remote access
- Record on demand

Instant Recall – Dispatcher/Call Taker

- Previous and next buttons, one-click access
- Up to 10 predefined “wildcard searches”
- Storage capacity is configurable from 1 minute to 99 hours

Screen Recording

- Server supports up to 144 simultaneous calls
- Multiple servers are supported
- Desktop license required per recorded workstation

Web Explorer

- Operates with Internet or Intranet
- Email entire or partial audio file

CenterPlus – Quality Assurance

- Create multiple evaluation forms & test before publishing
- Create standard evaluation sessions for evaluators
- Ability to evaluate one call multiple times for calibration
- Ability to add comments to an evaluation or question
- Play both the audio and video while evaluating
- Ability to track and report business intelligence
- Administer multiple remote sites in one location
- Full-time recording and scheduled recording/conferencing (PBX-dependent) are supported

Portfolio – Report Delivery

- Over 45 CenterPlus reports and templates available
- 14 standard reports accompany all Encore systems
- Set custom filter criteria with report templates
- Interfaces with Crystal Reports®
- Provides automatic report generation and delivery via email or automatic save to folder

ARCHIVE

- Alarms include screen pop-up, email, phone, and pager
- Automatic/scheduled archiving available to network drive or external hard drive
- Optional compression requires separate server

About dvsAnalytics

dvsAnalytics is a leading provider of agent productivity and analytics solutions for enterprises and contact centers. For more than 25 years organizations have relied on dvsAnalytics proven technology, innovative solutions, and quality services to develop their workforce, optimize the customer experience, and improve productivity.

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