



NEWS RELEASE

Media Inquiries:

Jackie Mesa, dvsAnalytics

480-538-7753

JMesa@dvsAnalytics.com

TMC names dvsAnalytics 2016 Communications Solutions Product of the Year

Encore Gamification Recognized for Exceptional Innovation

Scottsdale, AZ (August 22, 2016) — [dvsAnalytics, Inc.](#) announced today that [TMC](#), a global, integrated media company, has awarded [Encore® Gamification](#) with the 2016 Communications Solutions Product of the Year Award.

Encore's gamification engine empowers contact center managers to motivate agents by automating the creation and management of performance-based contests and rewards. Where contest administration used to demand extensive time and attention, it's now an accessible, effective agent motivator. In addition to making contests a part of routine quality management, the leaderboard interface provides agents with ongoing transparency to their performance and rank among their colleagues. Efficiency continues with reward management's automated, personalized banks for agents which hold points and facilitate prize redemption, all within the Encore application. "We're thrilled to have been named award recipient by TMC, as our business' purpose is to provide innovative ways for our customers to be more effective, in less time," says Kathleen Kelly, CEO at dvsAnalytics. "Automated contests are game-changers for implementing above-and-beyond contact center strategies."

"Congratulations to dvsAnalytics for being honored with a Communications Solutions Product of the Year Award," said [Rich Tehrani](#), CEO, TMC. "Encore Gamification is truly an innovative product and is amongst the best solutions brought to market in the past twelve months that facilitates business-transforming voice, data and video communications. I look forward to continued excellence from dvsAnalytics in 2017 and beyond."

About dvsAnalytics

dvsAnalytics is a leading provider of workforce optimization software that enables organizations to improve their contact center performance while enhancing the customer experience. The company's Encore[®] Suite includes comprehensive applications for recording, 360° quality management, workforce management, analytics, and gamification. Encore is particularly known for its automated coaching, integrations with industry-leading communication platforms, and its rapid return on investment. dvsAnalytics has successfully delivered these solutions to enterprises, across all industries, for over 30 years. From its innovative solutions to exceptional support, customers and resellers find that doing business with dvsAnalytics is a pleasant and profitable experience.

Learn more at www.dvsAnalytics.com.

About TMC

TMC is a global, integrated media company that supports clients' goals by building communities in print, online, and face to face. TMC publishes multiple magazines including [Cloud Computing](#), [IoT Evolution](#), [Customer](#), and [Internet Telephony](#). TMCnet is the leading source of news and articles for the communications and technology industries, and is read by as many as one million unique visitors monthly. TMC produces a variety of trade events, including [ITEXPO](#), the world's leading business technology event, as well as industry events: Asterisk World; AstriCon; ChannelVision (CVx) Expo; DevCon5 - HTML5 & Mobile App Developer Conference; IoT Evolution Conference & Expo; IoT Evolution Developers Conference; MSP Expo; Real Time Web Communications and more.

For more information about TMC, visit www.tmcnet.com.

dvsAnalytics Contact:

Jackie Mesa
Marketing Manager
480-538-7753
JMesa@dvsAnalytics.com

TMC Contact:

Stephanie Thompson
Manager
203-852-6800, ext. 139
sthompson@tmcnet.com

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