



## NEWS RELEASE

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### **dvsAnalytics Receives 2016 CUSTOMER Contact Center Technology Award**

#### ***Encore Gamification honored for improving customer service technology and improving the customer experience***

Scottsdale, AZ (September 27, 2016) — [dvsAnalytics, Inc.](#) announced today that [TMC](#), a global, integrated media company, has named [Encore® Gamification](#) the 2016 Contact Center Technology Award recipient, presented by [CUSTOMER Magazine](#).

“We’re thrilled that TMC has recognized the advantages of Encore Gamification. dvsAnalytics’ purpose is to continually provide ways for our customers to be increasingly effective,” says Kathleen Kelly, CEO at dvsAnalytics. “Automated contests break the mold when it comes to implementing above-and-beyond contact center strategies.”

Encore’s gamification engine makes it possible for contact center managers to motivate agents by automating the creation and management of performance-based contests and rewards. The time and attention demands of administration used to put contests out of reach for many businesses. Now, they’re accessible, effective agent motivators. In addition to making contests part of routine quality management, the leaderboard interface provides agents with ongoing transparency to their performance and rank among their colleagues. Efficiency continues with personalized agent banks where reward points are held and redeemed for prizes, all within the Encore application.

“Congratulations to dvsAnalytics for being awarded a 2016 CUSTOMER Contact Center Technology Award. Encore Gamification has been selected for demonstrating innovation,

quality and unique features which have had a positive impact on the customer experience,” said [Rich Tehrani](#), CEO, TMC. “We’re pleased to recognize their achievement.”

This 11th-annual Contact Center Technology Award, presented by [CUSTOMER Magazine](#), honors vendors and technologies that have embraced technology as a key tool for customer service excellence. This award distinguishes their success as innovators, thought leaders, and market movers in the contact center and customer care industries.

Results of the 2016 CUSTOMER Contact Center Technology Award will be published in the October 2016 edition of [CUSTOMER Magazine](#).

### **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<sup>®</sup> 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](http://www.dvsAnalytics.com).

### **About CUSTOMER**

Since 1982, [CUSTOMER Magazine](#) (formerly *Customer Interaction Solutions*) has been the voice of the call/contact center, CRM and teleservices industries. *CUSTOMER* has helped the industry germinate, grow, mature and prosper, and has served as the leading publication in helping these industries that have had such a positive impact on the world economy to continue to thrive. Through a combination of outstanding and cutting-edge original editorial, industry voices, in-depth lab reviews and the recognition of the innovative leaders in management and technology through our highly valued awards, *CUSTOMER* strives to continue to be the publication that holds the quality bar high for the industry. Please visit <http://www.customer.tmcnet.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 1.5 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: 2015 Connecticut Mobile Summit; Asterisk World; AstriCon; ChannelVision (CVx) Expo; DevCon5 - HTML5 & Mobile App Developer Conference; Drone Zone 360; IoT Evolution Conference & Expo; IoT Evolution Developers Conference; IoT Evolution Fog, Analytics & Data Conference; IoT Evolution Connected Transportation Conference; IoT Evolution Connected Home & Building Conference; MSP Expo; NFV Expo; SIP Trunking, Unified Communications & WebRTC Seminars; Wearable Tech Conference & Expo featuring Fitness and Sports Wearable Technology (FAST) Expo; WebRTC Conference & Expo; and more.

For more information about TMC, visit [www.tmcnet.com](http://www.tmcnet.com).

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