**dvsAnalytics is added to EarthBend Call Recording Portfolio.**

*EarthBend announces the addition of dvsAnalytics as an additional Call Recording Solution.*

**Sioux Falls, SD 1/15/2014**—EarthBend announced today that it has added dvsAnalytics’ workforce optimization software to its call recording portfolio. EarthBend is excited to offer its customers an all in one solution for their call recording, coaching, analytics, and workforce management needs. dvsAnalytics’ Encore is an innovative software suite that enables businesses to remain compliant, improve performance , and optimize its workforce.

“The Encore solution fits well within EarthBend’s Call Recording product vertical. Their leadership in workforce optimization, compliance, and enterprise call recording will provide EarthBend partners with a competitive edge,” said Ryan Donovan, EarthBend’s GM and VP of Sales and Service.

Encore™ is dvsAnalytics all-in-one software-based solution featuring all of the call recording/screen recording, quality management with automated coaching, workforce management and analytics capabilities you need to rapidly and successfully improve sales and service, reduce risk, maintain compliance, verify orders, settle customer disputes, schedule agents and gain operational and customer intelligence. Designed for companies of all sizes, Encore is used successfully today by countless contact centers; healthcare, telecom and consumer businesses; financial institutions and public safety centers that must adhere to different laws such as, PCI, FDCPA, FTC, & FCC etc.

 “EarthBend is an ideal partner for dvsAnalytics,” stated Kathleen Kelly, dvsAnalytics CEO. “The products and services, provided by EarthBend, compliment dvsAnalytics’ Encore suite, enhancing the overall value delivered to partners and customers.”

**About EarthBend**

EarthBend has been distributing telephony peripherals and IT solutions to a vast group of telecommunication resellers since 1993. In addition to their US and Canadian distribution footprint, EarthBend has been serving clients directly in the Midwest for 32 years. Today EarthBend serves as an extension of their 3,000 plus customers providing highly qualified engineers with key certifications from some of the largest voice, data, and technology manufacturers in the industry. Their offerings are highly scalable, secure, easily managed, and optimized to meet their evolving customer needs with an extreme focus on delivering cost-effective solutions and best-in class customer satisfaction

**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 and analytics. Encore is particularly known for its automated coaching, integrations with industry-leading communication platforms, and its rapid return on investment. dvsAnalytics has been successfully delivering 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.

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