

# Wygant Encore

## Meet the family of Wygant Encore™ products.

Since 1983, we at Wygant have dedicated ourselves to developing leading-edge contact center products that offer ACD compatibility, Windows simplicity and clear cost-effectiveness. It didn't take long to recognize that each customer is unique. So in keeping with our mission, we offer a wide range of Encore add-on modules to enable your contact center to do exactly what you have in mind.

### ***This Encore always gets applause.***

*Our most important factors in selecting a recording system were reliability and ease of administration. Wygant Encore has been excellent in both respects. Once these demands were met, maximizing reviewer productivity was our next focus. Since we've started, we have seen increases of up to 400 percent in reviewer productivity over manual methods.*

**Brad Campbell**, Chief Information Officer, LiveBridge, Inc.



#### **CenterPlus**

The power and flexibility you need to monitor, record and evaluate agent performance in an easy-to-use Windows environment. Integrate information from all your contact center systems to maximize your training, coaching and quality-control efforts. Agent evaluation forms are built in.



#### **Encore AutoVerification**

Provides fully automated archiving of sale or confirmation recordings now required in many telemarketing transactions. Also for independent or third-party verification recording and archiving.



#### **Encore Soloist**

Take the power of networked digital recording on the road. Soloist turns any desktop or laptop PC into an Encore digital voice recorder. The perfect recording/logging/archiving solution for remote or distributed-office use.



#### **Encore Audition Dial-in Review & Encore Web Explorer**

Audition enables password-authorized employees, quality assurance agents or clients to review recorded messages by phone. Use Web Explorer to access calls via the Internet using a secure HTTP interface.



#### **Encore AuditionLive Dial-in Live Monitor**

AuditionLive allows outside callers to monitor password-selected live calls in a service bureau environment.



#### **Encore Defender**

For the unique needs of today's public safety and Homeland Security organizations, this special version of Encore provides monitoring, recording and archiving of simultaneous telephone and multi-channel radio communications, including Live Monitor and Instant Recall.



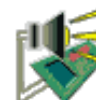
#### **Encore Alert**

Our emergency notification system is already on duty at locations ranging from local school districts to weapons-grade plutonium reprocessing facilities. More than just an emergency outdial system, Encore Alert interfaces with pagers, cell phones, and email.



#### **Encore Web Transcription and Encore Web Verification**

Secure HTTP-based transcription and verification modules give call centers the flexibility to optimize labor-intensive activities, either within their own intranet or around the world. Web Transcription uses advanced software tools to provide simple interfaces with virtually any Windows-based database system. Web Verification operates on its own database or on your legacy back-office infrastructure.



#### **Encore Beeper Board**

Generates the beep tones required by some jurisdictions. Beeps are only active during recording and offer software-selectable volume, interval and duration.



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