



Encore by Infinity

Infinity's Encore is a powerful suite of Workforce Engagement Management (WEM) tools specifically designed to meet the evolving demands of contact centers. WEM is a comprehensive strategy aimed at empowering employees and enhancing their productivity. Encore equips contact centers to achieve more for less.

Specialized Features

- ▶ Interaction Recording
- ▶ AI-Enabled Speech Analytics
- ▶ Quality Management Tools
- ▶ Workforce Management
- ▶ Reporting Capabilities

Elevate Your Contact Center Success with Encore

Encore by Infinity is designed with flexibility and affordability in mind for contact centers. It enhances training and readiness for new agents, driving success for your contact center. By optimizing agent engagement, WEM helps companies boost customer satisfaction and achieve significantly better business results.



Significant Benefits

- ▶ Enhance Agent Engagement and Performance
- ▶ Boost Agent Motivation Through Management Incentives
- ▶ Maximize Resources to Full Potential
- ▶ Gain Actionable Insights From Data

Reach out to our team and discover how Encore by Infinity can revolutionize your customer service.