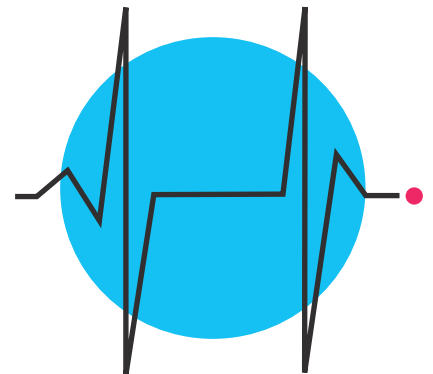# collaborate

HeartBeat

Customer Experience Validation and Alerting

You've invested a great deal of money and effort in your Unified Communications (UC) and Contact Center (CC) solutions because you want to deliver the very best Customer Experience (CX) possible. But how do you know if your technology delivers the experience you intend?

HeartBeat, our cloud-based CX validation service, accesses and interacts with your UC and CC solutions 24 x 7 x 365. HeartBeat's automated calling process replicates actual customer interactions via real telephony calls, and lets you know what your customers are experiencing real-time. With auto alerting capabilities, you can proactively address any issues right away.

An Easy-to-Use Quality Management Solution

From the moment your customer makes a call, all the way through to the information presented to the agent in a screen pop, your CC and UC environment must perform smoothly and reliably – end to end, start to finish. HeartBeat gives you detailed insight into the availability, performance and quality of service you're delivering to your customers. This prevents revenue disruption while ensuring retention of your customer base. As a cloud-based service, there is no requirement for additional hardware or software in your infrastructure.

Easy-to-Use Solutions that Give You Confidence in Your UC and CC Solutions

Better insights with test call results and recordings
Data from test calls, including recordings of every call, are available via IR's secure Web site.

Rich call history data
Analyze trends and statistics by evaluating how VC test calls are performing.

Flexible notification options
Email, SMS, pager, phone call(s) with the ability to have variable notification schedules.

Initiate on-demand test calls
Verify issues have been resolved and revalidate to confirm.

Minimize the Impact on your Customers

The IR Testing Solutions staff work with you to define the Virtual Customer® (VC) test call scenarios that most effectively validate the end-to-end performance of your UC or CC customer interactions from an outside-in perspective. Combinations of notifications and escalation methods create a CX validation strategy that's just right for your business model.

1. The HeartBeat validation process initiates real voice calls at regular intervals that access and interact with your systems just as real customers do through the public telephone network.

2. IR's evaluation process is both vendor and language agnostic (i.e. Microsoft, Cisco, Genesys, etc).

3. You decide how frequently test calls occur—from once a day to several calls an hour. If the response at any step is unexpected or takes longer than anticipated, the HeartBeat process immediately notifies you via e-mail or SMS message that an unexpected condition has been identified. This assists you in pinpointing the problem.

Reliable Solutions to Enable Better Customer Experiences

- Data from test calls, including recordings, is available in real time via a secure Web site.

- IVR and self-service applications accessible, available, and up and running.

- Host response times are acceptable.

- Speech recognition and TTS services available & efficient.

- Correct data populates on the agent's desktop.

- Identify voice quality degradation.

- Validate conference bridge accessibility, functionality, and audio exchange.

For more information
visit **ir.com**

Australia
Tel: +61 (2) 9966 106

USA
Tel: +1 (303) 390 870

UK
Tel: +44 (0) 1895 817 800

Germany
Tel: +49 (89) 97 007 132

Singapore
Tel: +65 6813 0851