CUSTOMER EXPERIENCE VALIDATION SOLUTIONS

StressTest

Improve CX with Voice Readiness Testing

When customers interact with your environment, they expect an easy, quick and seamless experience. Our cloud-based performance testing service, StressTest, provides insight into your Unified Communications (UC) and Contact Center (CC) systems – ensuring your team is ready to handle peak voice traffic conditions when it's time for you to go live. StressTest goes beyond component-level testing to reveal the Customer Experience (CX) delivered under real-world conditions, with minimal technology investment.

Proactively Identify Risks

Whether you're installing a new CC solution or upgrading existing capabilities, investing in a strategy that minimizes disruption is key to driving customer value and business revenue. StressTest gives you the insight to ensure systems are provisioned and properly configured. StressTest ensures systems are ready for peak traffic conditions. Having this insight before going live will give you confidence that everything will perform as expected and exceed customer expectations.

"IR Testing Solutions has been a crucial element in helping identify issues before they impacted our customers."

Kristi Stirling
Senior project manager

Go LIVE with confidence!

Outside-in, end-to-end performance tests in the production environment ensure that your customers' experience will be exceptional.

Verify capacity, performance, stability & resilience

Test to identify issues and then retest to ensure they've been addresses to confirm the solution performs as expected under load.

Gain comprehensive call results

The results of each call, including information about step-by-step response times and complete test call recordings, are captured and made available in real-time via an IR secure online portal.

How StressTest works

IR Testing Solutions works with you to prepare a test strategy customized to your environment. We help configure test processes that remotely generate Virtual Customer® voice calls, just like real customers would through the public telephone network.

1. Automate test calls, using touch-tone and/or speech inputs.

2. Detailed results, including complete test call recordings, are published to one online portal in real time.

3. Testing proceeds under your control so you can see how well your systems respond to maximum traffic levels, call arrival and teardown rates.

Key Insights that Give You Confidence

- Ensure the carrier and cloud services are fully provisioned to handle peak load.

- Confirm 3rd party hosted services providers support peak traffic levels.

- Make sure transactions in your unified queue are handled. according to business rules.

- Guarantee there are enough speech recognition licenses when all callers provide spoken inputs.

- Discern if host response time over the WAN degrades under maximum load.

- Verify screen-pop data follows the proper call and arrives at the agent workstation at the same time as the call, even under load.

- Confirm VoIP calls and the recordings necessary for agent monitoring and coaching as well as regulatory compliance are intelligible under full load conditions.

- Assure that hot standby systems can handle a sharp wave of incoming traffic that fills all channels rapidly.

- Ensure the new or upgraded system is ready for the level of voice traffic real customers will present under peak traffic conditions.·

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