

Communications Technology Insight Services for Contact Center and Communications Systems

Your UC and contact center infrastructure must perform exactly as intended so user, customer, and agent interactions are on the money – every time. Each interaction must be smooth and efficient to achieve the financial returns and customer satisfaction that justified the technology investment in the first place.

So how do you ensure your solutions perform as designed and deliver the best possible customer experience? IR's cloud-based automated testing solutions provide comprehensive testing services to support your inhouse team.

Years of testing experience, highly responsive support, experienced people, and proven, up-to-date testing and monitoring methods give you confidence at every stage of the communications solution life cycle.

Planning

Our team works with you to balance your requirements and resources to efficiently manage technical, scheduling and financial risk.

You don't need to purchase hardware or software; we test without adding any products to your infrastructure*.

Deployment

StressTest load/performance test sessions allow you to observe, tune and verify voice and online solution performance under various conditions including increased levels of interaction and sudden changes in traffic levels.

Production

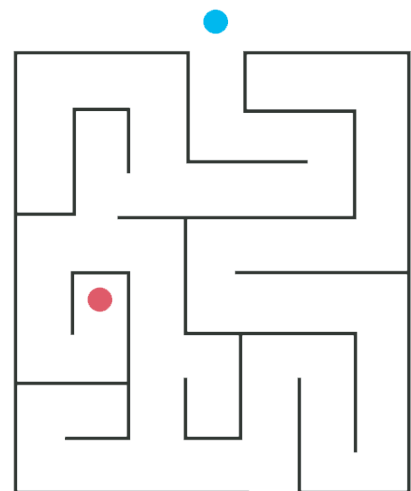
Once your system is live, you can test system performance before and after application changes and upgrades, and monitor availability, functionality, and performance around the clock.

Evolution

As your systems extend and expand, you can test these evolving environments to confirm applications perform as traffic scales up, identify and analyze trends, and spot issues that adversely impact interactions in the production environment.

Experience management and testing services

IR's cloud-based testing solutions provide comprehensive experience testing services for every stage of the life cycle – starting with go-live





validation, through ongoing patch, extend, and expand evolution, and day-to-day operational surveillance.

• **StressTest for Voice**

StressTest gives you the insight you need to understand, manage, tune and verify contact center performance under load.

IVR, contact center, and UC systems are tested from the outside-in, from the user's/customers' perspective, to provide objective performance metrics under real-world ramp-up and sustained load conditions so you can "Go live with Confidence!", whether a completely new implementation, or one that's been tweaked or expanded.

• **HeartBeat for Voice**

Once you're confident you've deployed a system capable of delivering the user experience you intend, HeartBeat regularly interacts with that system's components (e.g., IVR or conference bridge) to ensure

it continues to deliver the same high-quality experience in the production environment.

You decide if HeartBeat runs once an hour, 12 times an hour, or any frequency in between, completely removing the need for tedious manual testing that is often overlooked anyway.

• **HeartBeat for Web**

Just like a real customer, WebBeat generates internet traffic to ensure web-enabled contact center interactions work as intended, including many forms of chatbots.

This gives you real-time issue identification and performance feedback so you have confidence your critical web solutions are available and perform as expected.

With HeartBeat running against your voice and web systems, you can "Go Home with Confidence" knowing IR Collaborate will alert you if user experience delivered is hampered in any way.

Supported communications technologies

We test a broad selection of UC and contact center technologies and applications accessed via the PSTN (whether POTS, TDM or SIP-connected) or the Web. With the real-time test results Collaborate active testing delivers, you'll understand the vital outside-in customer, user, and agent experience across your UC conference bridge, auto attendant and voice mail systems, as well as your contact center IVRs (including speech recognition and text-to-speech), call routing, CTI, screen pops out to your agents.

Additionally, testing solutions are available to evaluate an array of contact center solutions that provide web interaction, including self-service commercial websites, chatbots, click to call, and more.

IR Testing Solutions mean you can test and measure the customer experience delivered by your technology without risking real customer satisfaction.

* The Virtual Customer Reflector function used to test screen pops and call routing performance is installed as an on-site appliance in the same rack as your contact center's switching, CTI, and media servers, or as a VM instance on a server or servers within your contact center environment. It can also be installed as a service on the agent's desktop.



For more information visit ir.com

Australia
Tel: +61 (2) 9966 1066
USA
Tel: +1 (303) 390 8700

UK
Tel: +44 (0) 1895 817 800
Germany
Tel: +49 (89) 97 007 132

Singapore
Tel: +65 6813 0851