Customer Experience Validation Solutions

If customer service is the lifeblood of your business, then a great customer experience must be at the heart. It's essential that your unified communications and contact center technology is working well – all the time.

With IR Collaborate voice, web, and video testing solutions, you can identify the gaps between your assumptions and actual system performance with the real-time insights you need to deliver a level of service that exceeds customer expectations.

Experience management and testing services

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 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 mange technical, scheduling and financial risk. You don't need to purchase hardware or software; we can test without adding any products to your infrastructure*

Evolution

As your systems extend and expand, you can test your environment to confirm applications perform as traffic scales up, identify, and analyze trends, and spot any critical issues in the production environment before you go live and they impact customers.
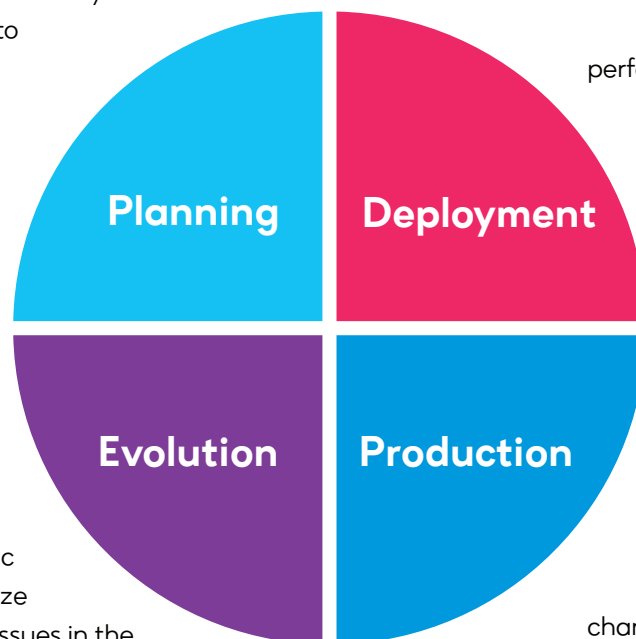
Deployment

Observe, tune, and verify your customer service solutions with load and performance test session. Test under various conditions, including increased levels of interaction and sudden changes in traffic levels, to be sure your technology can perform under pressure.

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.

Planning | **Deployment**

Evolution | **Production**

*Some advanced and customized testing services, such as The Virtual Customer Reflector® function, requires the installation of an on-site appliance, as a VM instance on a server or servers within your contact center environment, or as a service on the agent's desktop.

StressTest™

Get the insight you need to understand, manage, tune, and verify communication solutions performance under load.

IVR, contact, and UC systems are tested from the outside-in, from the customers' perspective, to provide objective performance metrics under real-world conditions.

Ensure every interaction is smooth, efficient, and delivers a great customer experience, so you can go live with confidence and achieve the return on your technology investment.

HeartBeat™

Once you've deployed your system, you need to make sure it is capable of continuing to deliver the user experience you intend.

HeartBeat regularly interacts with your IVR, contact, and UC system components to ensure it continues to deliver the same high-quality experience it did in the production environment.

Automatically runs tests and remove the need for tedious manual testing, with the peace of mind that your customer experience is always up to scratch.

How it works
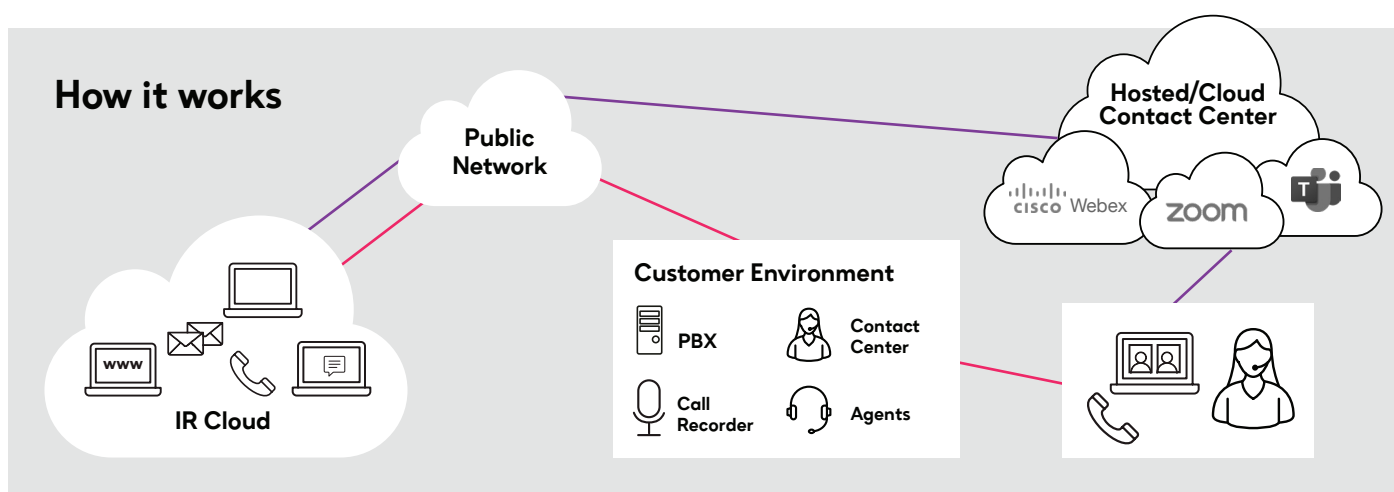
Test every platform in your omni-channel environment for real world insights into what your customers are experiencing.

Voice

- IVR/application performance
- Skill based/geographic routing
- Agent interaction
- QoS
- Voicemail
- DID/TFN porting
- High availability
- BC/DR
- Conference bridge
- Carrier capacity
- Hosted capacity
- Upgrades/changes/new systems

Video

- Media types
- Packet loss
- Video pictures
- Picture rate (per second)
- Bandwidth
- Jitter
- Latency
- Real audio and video RTP
- Long and short duration calls
- Very high calls per second
- MOS
- R-Factor
- Voice prioritization

Web

- Hosted capacity
- Hosted performance
- 3rd party applications
- Web chat
- Conferencing
- Integration between technologies
- Documentation of SLA
- Response thresholds
- Database thresholds
- Redirection servers
- Load balancing