collaborate

CUSTOMER EXPERIENCE VALIDATION SOLUTIONS

StressTest Premium

Improve CX with Voice Readiness Testing and IR Collaborate

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. StressTest Premium leverages the power of IR Collaborate to provide deep insights into your environment while your system is under stress and 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 Premium gives you the insight to ensure your systems are provisioned, properly configured,and 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.

Go LIVE with confidence!

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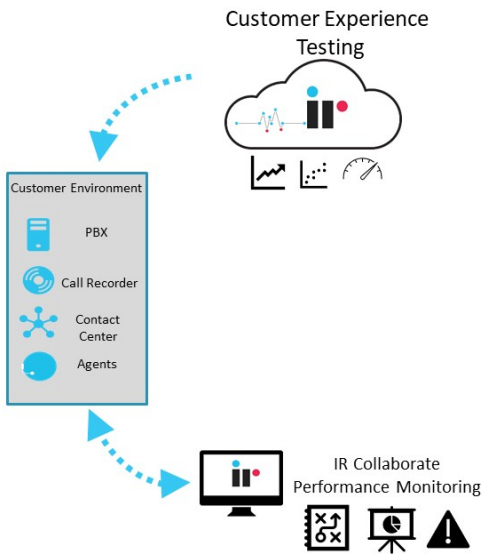
Verify capacity, performance, stability and resilience

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

Gain comprehensive call results

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

Customer Experience Testing

Customer Environment

- PBX
- Call Recorder
- Contact Center
- Agents

IR Collaborate Performance Monitoring

How StressTest Premium 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® calls, just like real customers would through the public network. StressTest and IR Collaborate work together to provide end-to-end insight throughout the project.

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

2 Detailed results, including complete test call recordings, are published to an 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.

4 Leverage IR Collaborate to get insight into your entire UC and CC environment, including detailed real-time and historical data, network performance, and troubleshooting.

Key Insights that Give You Confidence

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

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

- Make sure transactions are handled according to business rules.

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

- Determine 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 traffic real customers will present under peak traffic conditions.

- Get critical insight into:

  - All PBX devices, system trunks and trunk utilization.
  - All provisioned phones and their status.
  - License capacity.
  - Gateway utilization and status.
  - System status information, health of components, and network troubleshooting.
  - MOS scores and other system statistics.