



Contact Center Services

Do you have confidence that your contact center solution provides a positive customer experience?

- ♦ **If you've just designed and implemented a new self-service application using DTMF, Speech and VXML...**
How do you know if the application will work under a high stress, high call volume day?
- ♦ **If your company has just made a major announcement...**
Will your contact center and Interactive Voice Response (IVR) application handle the additional peak calling requirements?
- ♦ **If you just upgraded to a new version of software on one of your servers...**
Can you ensure that your current production system isn't impacted?
- ♦ **If you have or plan to migrate to IP telephony...**
How do you know your contact center business solutions work before you deploy and continue to work after deployment?

IN PRACTICE

"The tests ascertained that the system could handle the load. Additionally, it found that random issues cropped up, particularly related to loan inquiries, that we would not have discovered without the load tests."

Rick Rhoads
Sr. V. P., E-Services
State Employees' Credit Union, N.C.

State Employees' Credit Union®



TESTING & MONITORING SOLUTIONS

Clarus Systems, Inc. has collaborated with IQ Services to deliver technology independent testing solutions that enhance end-to-end voice process lifecycle management within the contact center. Our goal is to ensure a positive customer experience by incorporating voice testing and monitoring into every step of your contact center's life cycle - resulting in confidence that your solution works as designed.

AUTOMATED LOAD TESTING

Validating that your contact center solution is fully functional and configured as designed is critical to delivering intended customer experiences. Customer loyalty should never be sacrificed as a result of incorrect call routing, scripting, screen pops or recording, so it's critical to incorporate automated performance and load testing managed services into your voice solution strategy. As a result, enterprises can protect their contact center ROI by gaining confidence and visibility through:

- ♦ *End-to-end performance and load testing in the production environment*
- ♦ *Externally generated telephone calls that measure all aspects of the customer experience*
- ♦ *Comprehensive call scenarios that validate process flow*

With Automated Load Testing, Clarus Systems generates and delivers live calls to your contact center through the public telephone network to ensure customers receive a satisfactory experience during normal and peak times. Proactively load testing a contact center communication system end-to-end before a peak period gives organizations a clear view of system performance under high load.

KEY BENEFITS

- ♦ Reduce risk and gain confidence that all components work together to provide the desired customer experience
- ♦ Flexibility to validate screen pop & call routing technologies
- ♦ Resolve issues before they impact customer loyalty
- ♦ Performance measured and benchmarked for future comparison
- ♦ Positive customer and team collaboration including shared performance expectation

RESULTS

- ♦ Validate the solution and proactively resolve issues prior to deployment
- ♦ Continuous process improvement including benchmark testing
- ♦ Ensure customers have the desired experience
- ♦ Manage call routing & screen-pop functions under various load conditions
- ♦ Measure response times at all steps in the calling process



AVAILABILITY MONITORING

Proactive end-to-end monitoring can help you manage contact center solutions more effectively by validating that system availability meets service level requirements. By emulating the customer experience through regularly scheduled calls or transactions, we provide actionable insight into exactly what's happening when your customers call into the contact center. The calls and transactions are configured to follow prescribed test cases and to evaluate system responses at each step of the process. Variances are immediately identified and notification alerts are sent to business process owners.

How do you know it all works together?

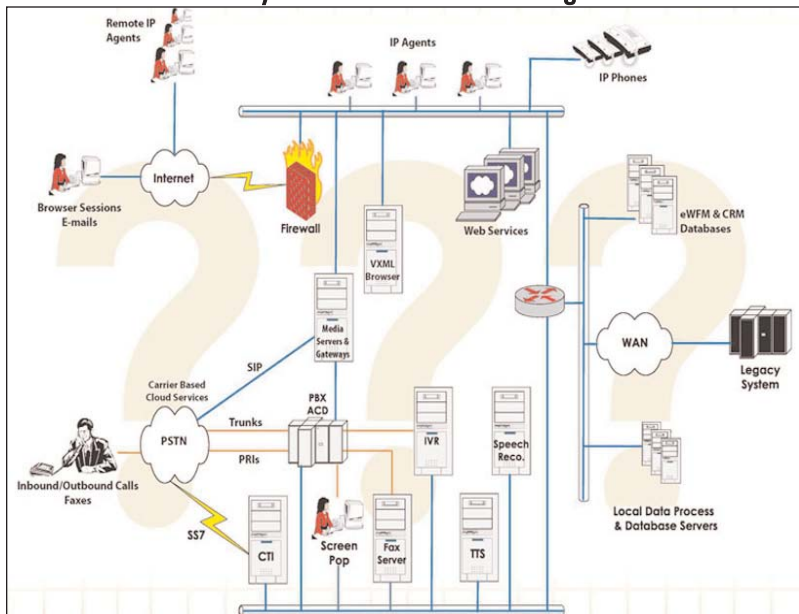


Figure 1: Contact Center Architecture Diagram

FEATURES

- ◆ Enterprises set parameters within their existing workflow for specific alerts of interest that relate to their goals and objectives
- ◆ Consistent alert interface that help lower downtime, improve overall productivity and automate the data gathering effort to reduce the time to repair and recover
- ◆ Real-time data on call detail records including time stamps, ANI, dialed number, test cases, error notification detail reports, etc.
- ◆ Remotely access the communication system without any on-site hardware or software

KEY BENEFITS

- ◆ Immediate notification of issues via alerts
- ◆ Indicates if changes have occurred in the solution or production environment prior to impacting the caller experience
- ◆ Monitor performance trends to alert that it's time to tune the system configuration or upgrade capacity
- ◆ Performance statistical reporting & trend analysis
- ◆ Empower Tier 1 responders to troubleshoot more effectively

FEATURE FUNCTION TESTING

Have you ever called into your bank to check your balance and have been given the option to do so via automatic prompts? Each option you choose in this self-service application is part of a complex menu tree. Feature Function Testing verifies that the right prompts, information, and transactions are happening at the right time, so that you, the customer, are accessing the information you intended.

In order to test that every dialogue state is fully functional and working as designed, Clarus Systems leverages Feature Function Testing to automatically make hundreds, even thousands of phone calls to verify various path combinations. As a unique deliverable, the data from each call is then logged and recorded, and can be accessed anytime online.

FEATURES

- ◆ Precise evaluation of prompts and timing to confirm customers have the intended experience
- ◆ Error tracking and analysis including detailed, recorded call logs
- ◆ Automated test call & case generation and execution
- ◆ Results available on-line to facilitate communication & corrective action

KEY BENEFITS

- ◆ Reduce risk during implementations or when a change has occurred
- ◆ Recordings & measurements isolate issues for faster resolution
- ◆ Confidence that each variable path is developed as designed
- ◆ Save time by leveraging existing documentation
- ◆ Isolate tuning issues

ABOUT CLARUS:

Clarus Systems, Inc. provides integrated management, testing and monitoring solutions for IP Communication and Contact Center deployments, upgrades and transformations. Privately held and based in Redwood City, Calif., Clarus Systems is widely recognized for its award-winning application, ClarusIPC®, which maximizes system availability and performance through automated, end-to-end testing, monitoring, reporting, troubleshooting, and operations management. With over 350,000 devices tested, Clarus Systems' solutions ensure ongoing, validated telephony environments that can serve as the foundation for unified communications. The company attributes its success to its roster of elite Global 2000 enterprises, system integrators, and managed service providers within the financial services, aerospace & energy, and public sector & education market segments.



Empowering Unified Communications™