



IR Testing Solutions



Keep in the groove with multi-channel and multi-modal contact centers.

Customers want to decide how they communicate with you, and how you communicate with them.

And with all the choices available for voice, web, social media and video, solutions providers are coming up with exciting and sophisticated ways to allow users to take more control of their customer service experience.

With SIP pipes into the contact center and WebRTC extended to agents wherever they may be, this multi-modal scenario means previously segregated content must be integrated as well.

To ensure the quality of the customers' experience with you, IR Testing Solutions offers testing services that determine whether all your customer facing solutions work as desired in production, 24x7 and under load.

Tests can easily be configured to

interact with your multi-channel or multi-modal contact center solutions to ensure it all works together, whether it's one channel at a time or across multiple channels.

You'll have vital insights to the impact of increased voice traffic and any adverse effects on response times of web self-service solutions.

You'll know if SIP pipes can handle the same sudden increase in incoming traffic that your old-fashioned TDM system could.

And you can address any concerns about your remote agents logging in via the web and delivering calls to them.

Additionally, you can test that your converged queuing process correctly elevates high-profile chat customers over lower priority voice customers.

The insight you gain ensures that the experience your customers have is the one you intend – and delivers on your company's brand promise.

Top 10 Benefits

1. Automated interactions test and document customer experience.
2. Customers have a positive experience across all channels.
3. Confirm priority customer handling is properly configured.
4. Certify the system can handle traffic increases.
5. Confirm outbound callbacks are placed at the times customers specify.
6. Know what happens during simulated failure modes and system recovery.
7. Confirm you can easily shift agents from responding to emails to taking inbound calls.
8. Confirm all channels are available and performing 24x7.
9. Ensure multiple touch points interact as intended.
10. View online reports of multi-channel performance.

In addition to speaking with an agent, today's customers have access to a variety of self-service options; they can schedule a service call via the Web or an IVR by logging in with an account number, or they can send an email or chat with an online representative.

The availability of multiple touch-points by which a customer can access your company offers a multi-channel contact center solution, with each transaction utilizing a single channel at a time.

Even a chat session that results in a callback or click-to-call event uses only one channel at a time, even though the contact center offers multiple channels.

Now with SmartPhones and WebRTC, consumers have access to a much richer and potentially more powerful user interface.

Add a Bluetooth headset to the SmartPhone and now the user can access the rest of the phone's features while carrying on a conversation.

Consumers are already tapping multi-modal capabilities through features like Amazon's Kindle Fire "Mayday" button and click-to-call interactions with insurance agents that allow the policy holder to take a video of damage to their car and submit it to the agent for an estimate – all while still talking to the agent.

These are new frontiers for contact center architectures and just like the technologies that emerged previously (IVR and web self-service, speech recognition, CTI, IPT), they will run into some bumps in the road.

IR Testing Solutions offers testing services that help you ensure all your customer facing solutions work as desired under load and continue to be available 24/7 in production.



Microsoft Partner
Gold Communications

Prognosis for UC is Microsoft SDN API 2.1.1 qualified with Skype for Business.

For more information on Prognosis StressTest™ and Prognosis HeartBeat™ visit ir.com

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