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Testing Solutions

Communications Technology Insight™ Services for Contact Center and Communications

Your communications and contact center infrastructure must perform exactly as intended so customer and agent interactions are on the money – every time.

Each transaction must be smooth and efficient to gain the financial returns and customer satisfaction that justified your 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 in-house team from the cloud.

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

Planning

Our team works with you to balance your specific 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*.

Development

Automated feature function testing during development, deployment and in production makes sure your IVR applications perform as designed and documented.

Deployment

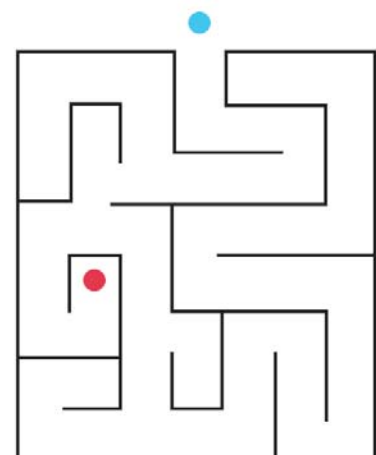
Stress tests mean you can observe, tune and verify voice and online solution performance under various conditions including increased levels of interaction and sudden changes in traffic levels.

Production

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

Evolution

As your needs change you can review and optimize performance, checking the application against design and its flow and usability, monitor and analyze trends, network performance and customer calls.



Experience management testing services

IR's cloud-based testing solutions provide comprehensive experience management testing services for every stage of the communications solution life cycle.

Prognosis Automated Feature Function testing

This testing solution verifies that your solution is developed, implemented and performs as intended.

Using the application's documentation the results provide powerful data you can use to close any gaps that are identified in the customer service experience.

- **Prognosis StressTest™ for Voice**

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



Microsoft Partner
Gold Communications

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

IVR and contact center systems are tested from the outside-in, giving the customers' perspective of performance under real-world conditions.

- **Prognosis HeartBeat™ for Voice**

HeartBeat ensures you can maintain the quality of the user experience once you're confident customer interactions are performing as you intended.

You decide if HeartBeat runs every hour, day or week completely removing the need for repetitive manual testing.

- **Prognosis WebRTC testing**

Just like a real customer, Prognosis generates voice, data and video traffic from contacts' devices to ensure WebRTC contact center interactions work as intended.

This gives you real-time issue identification and performance feedback so you have the confidence the solution performs as expected.

Supported communications technologies

We test a broad selection of communication technologies including POTS, TDM, VoIP, SIP and WebRTC across ACDs, PBXs and IVRs.

You can understand the vital outside-in customer and agent experience across auto attendant and voice mail systems, speech recognition and text to speech, CTI, call routing and screen pops.

Additionally testing solutions evaluate an array of communications solutions for web and voice self service, customer care and CRM, voice authentication and unified communications.

IR Prognosis Testing Solutions mean you can observe the customer experience without risking real customer satisfaction.

* The Virtual Customer Reflector® function used to test screen pops and call routing performance is typically 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



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