Empirix Hammer Gen6 Test Platform

The leading automated testing solution proven to optimize Quality of Experience while accelerating testing and development by up to 90%

ONGOING CONTACT CENTER CHALLENGES INCREASE RISKS TO QUALITY OF EXPERIENCE AND ASSOCIATED COSTS

Whether deploying a new application, implementing CTI, installing an IVR, or modifying an existing configuration, it is critically important to ensure that the technology infrastructure performs to specifications—before it is put into production.

Yet, operators of contact centers face a long list of potential glitches that interfere with the customer experience and an organization's ability to meet customer needs. This list of possible problems includes:

- ► Poor voice quality
- ► Improper call routing
- ► Dropped calls
- ► Improper data or slow data arrival
- ► Reduced application performance
- ► Call abandon rates higher than target due to technology

Contact center operators are constantly faced with the prospect of project delays, undiscovered issues, containment overages, necessary rollbacks, idle agents, and ultimately, customer impact and churn.

EMPIRIX HAMMER GEN6 TEST PLATFORM IS THE LEADING AUTOMATED SOLUTION FOR REAL-WORLD CONTACT CENTER TESTING TO OPTIMIZE QUALITY OF EXPERIENCE

Empirix's Hammer Gen6 Test Platform improves the customer experience by identifying and correcting experience-related problems prior to and during production operations. For example, Hammer Gen6 Test Platform helps operations teams detect and measure performance issues, including configuration errors, resource problems, IVR and PBX/ACD prompt errors, IVR/host response times, and database response times.

An automated solution for testing contact center applications, Empirix's Hammer Gen6 Test Platform provides an unprecedented, thorough approach to acceptance, regression, and load testing of contact center applications. Hammer Test System verifies operational performance under real-world call traffic conditions prior to the deployment of any new or upgraded application or equipment, offering the confidence and peace of mind that comes from knowing that a changed technology infrastructure will operate properly when customers call.

With the Hammer Gen6 Test Platform, organizations achieve superior application and communication path testing coverage. Automated testing goes much further than manual; typically, less than half of issues are uncovered by manual testing.

Benefits

- ► Provides exponentially greater application coverage with significantly less effort.

- ► Significantly reduces requirements to test-case mapping automation, drastically reducing administrative work for technical teams.

- ► Enables non-technical teams to participate and design tests much more easily, lowering the cost of labor.

- ► Improves teams' ability to focus on core responsibilities and much more quickly identify root causes of current and potential issues.

- ► Empowers application and network teams to leverage a common suite of tools for rapid effective collaboration.

The Hammer Gen6 Test Platform is a software solution that consists of two major components: Hammer CallMaster for test development, debugging, scheduling, and reporting, and Hammer IP for call generation to test VoIP networks and applications.

The Hammer Gen6 Test Platform can dial into applications and equipment being tested just like actual customers, entering or speaking account and PIN numbers and listening to ensure that the right responses are being played—all while measuring system and network response times throughout each test call. It can emulate every aspect of a call flow, including the entry of variable information, using DTMF touch tones and playing an unlimited number of voice files for testing speech recognition-based systems. Hammer's patented prompt recognition capability even allows automatic verification that the correct prompts are being played in IVR and ACD/PBX systems.

HAMMER GEN6 TEST PLATFORM OFFERS A UNIQUELY EASY-TO-USE GRAPHICAL TOOL FOR SCRIPTING, SCHEDULING, AND REPORTING

Empirix's Hammer Gen6 Test Platform uses a single call-flow diagram for generating tests. If an application changes, the call-flow diagram is simply edited and all scripts are automatically regenerated. The call-flow diagram can set up testing of both individual capabilities and interactions.

A call-flow diagram is created by simply dragging and dropping icons. Standard icons are provided. In addition, an operations team can create customized icons.

The completed call-flow diagram uses a highly efficient proprietary algorithm to decide the optimized test paths through the call flow diagram. The automatically generated test scripts address all of the icons in the call-flow diagram plus all data at least once.

A designed call-flow diagram can be reused across multiple projects.

A COMPLETE TESTING SOLUTION IN A SINGLE, EASY-TO-USE PACKAGE TO OPTIMIZE THE CUSTOMER EXPERIENCE

Empirix's Hammer Gen6 Test Platform is a complete, fully automated testing solution for contact center applications that:

▶ Reduces test design by enabling data-driven testing

▶ Reduces test development by modeling the application

▶ Reduces test execution time by executing hundreds of test cases simultaneously

▶ Increases test coverage by test cases driven from model of application

With Empirix's Hammer Gen6 Test Platform, your customers will appreciate a new level of reliability in their interactions with you. By identifying performance bottlenecks and call-handling errors before new or modified applications are deployed, the costs of detecting and correcting problems are significantly reduced and customer satisfaction is increased.

Features

▶ Automated acceptance, regression, and load testing for contact center applications

▶ Ability to generate thousands of calls in TDM, IP, or hybrid environments

▶ Dynamic prompt and speech recognition testing for testing vendor independent speech applications

▶ Voice quality testing for measuring and characterizing voice quality over VoIP devices and networks

▶ Advanced graphical tool for scripting and scheduling

▶ Automated, robust set of built-in reports for trending and analysis

▶ Enhanced speech recognition capabilities