



prognosis StressTest™

Create load, take action and deliver quality

Prognosis StressTest is a cloud-based load and performance testing service that gives you the insight you need to manage, tune and verify contact center performance.

By testing IVR and contact center systems from the outside-in, Prognosis StressTest goes beyond component-level testing to reveal the customer perspective of system performance under real-world conditions.

Manage the risk of change

If you're installing a new contact center solution or upgrading existing capabilities, you need to make sure your efforts deliver the best possible customer service experience and ROI.

Prognosis StressTest gives you the insight to ensure all required facilities

are provisioned and properly configured.

You'll know if rollover and hunting plans work as expected, and if you have enough speech recognition licenses in case every caller chooses to respond to a prompt verbally rather than with DTMF tones.

Prognosis StressTest means you'll have this insight before going live and gain the confidence that everything will perform as expected.

Top 10 Benefits

1. Know that carrier and cloud services are fully provisioned to handle peak load.
2. Ensure hosted services providers support peak traffic levels.
3. Confirm transactions in your unified queue are handled according to business rules.
4. Be confident there are enough speech recognition licenses when all callers provide spoken inputs.
5. Know if host response time over the WAN degrades under maximum load.
6. Verify screen-pop data follows the proper call path and arrives at the agent workstation at the same time as the call, even under load.
7. Confirm VoIP calls and the recordings necessary for agent monitoring and coaching are intelligible at full load.
8. Confirm the fax back server sends the information requested to the proper calling party.
9. Test that the hot standby system can handle a sharp wave of incoming traffic that fills all channels in 10 seconds.
10. Be confident the new or upgraded voice solution is ready for real customers.

How StressTest works

IR Testing Solutions works with you to prepare a test strategy and configure test processes that remotely generate Virtual Customer® voice calls.

These calls interact with your solution just like real customers would through the public telephone network.

As Prognosis StressTest services are cloud-based, there's no need to purchase any hardware or software and no equipment or software is added to your infrastructure.

Using touch-tone and/or speech inputs under production and even fail-over conditions, each automated test call dials into and interacts with the business solution as defined in the test case.

The benefits

- **Verify capacity, performance, stability and resilience.**

Test and retest to ensure the solution performs as expected under load and verify capacity, performance, stability and resilience.

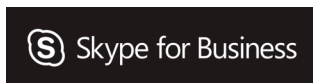
- **Go LIVE with confidence!**

Outside-in, end-to-end performance tests in the production environment ensure that your customers' experience will be a good one.

- **Gain comprehensive call results**

The results of each call, including information about step-by-step response times, are captured and made available in real-time via the web, and after the test session via detailed reports.

Prognosis StressTest gives you deep insight into the actual customer experience without risking real customer satisfaction, and ensures you can be confident you're providing the customer service experience you intended.



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

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