Genesys Testing as a Service

Combining end-to-end quality of experience testing services with the acclaimed Empirix Hammer Test Platform

Resolve system issues before they affect your customers

Make sure your contact center deployment strategy works and meets performance and business service levels on day one. It’s important to ensure your agile deployment models won’t negatively affect your customer experience.

Consistent, preventative, end-to-end monitoring and testing of your contact center infrastructure detects and resolves both discrete and systematic failures—before they disrupt your service and affect your business.

Superior technology and proven expertise—a powerful combo

Genesys Testing as a Service (GTaaS) combines the cutting-edge, market-leading Hammer Test Platform from Empirix with the extensive contact center testing experience from Genesys to deliver the highest quality outcomes. Use it to simulate live traffic under real-world conditions to ensure optimal network performance and a consistent, quality customer experience. What's more, Genesys Testing as a Service runs independently to free up your resources.

Benefits

Ensure quality and drive loyalty

- Assess customer experience, not just performance
- Measure quality from the customer to the agent—and back

Reduce risk and guarantee performance

- Conduct end-to-end service performance testing of IP, contact center, UC and mobile solutions
- Troubleshoot, diagnose and fix problems before going live with engineers on hand
- Validate multivendor environments, including equipment and configuration settings

Speed ROI

- Reduce TCO and time-to-value of large tech investments
- Keep projects on time and on budget
- Opex vs. Capex cost model
- Free up resources and leverage our industry and solution expertise to design and execute a strong test plan that aligns with your business objectives

Flexible delivery options

- On-premises, managed or cloud-based
- Packaged and customized test plans

Genesys Testing as a Service emulates customer and network traffic at scale and analyzes that traffic to:

- Identify multivendor interoperability issues
- Rapidly detect root causes of existing and potential problems
- Verify end-to-end performance
- Optimize routing strategies and correct data attachment
- Accelerate mean time to repair

Its intelligent call-generation capabilities enable GTaaS to deliver unlimited call capacity and voice quality measurements throughout the contact center. GTaaS end-to-end testing validates all aspects of your contact center, including:

- Session border controller(s)
- Applications
- Voice quality
- CTI data and routing
- Agent desktop and screen pops
- Voice portal

Genesys Testing as a Service also can simulate agent actions programmatically and can measure agent experiences and answer questions, including: "How long did it take for an agent to receive a call?" "Was the data from the CRM system accurately displayed to the agent desktop?" "Was the correct data attached, in context to the voice portal exit strategy?"
The Genesys difference

Genesys professional service consultants work with your test team to develop a full test plan, execute those tests and produce a detailed report of the results. Each focused test cycle builds on the previous test to provide a comprehensive picture of the environment. View results of active tests via a secure website from anywhere, enabling the test team to make changes to the infrastructure during the test period, resolve issues immediately and speed up time to go-live.

During the contact center infrastructure validation phase, many items are tested to assure proper deployment success. With GTaaS, you will receive the necessary contact center software, installed on-premises and managed by Genesys, to drive many scenarios through your infrastructure.

Once testing is completed, Genesys reviews test results and real-time reports with you and discusses any existing and potential issues found during testing.

Achieve unprecedented ROI

The Genesys Testing as a Service solution applies best practices test methodologies, designed to meet the unique testing requirements of each organization and project. Proactively identifying contact center issues generates accelerated ROI for every business, including:

- A substantial reduction of failure risks for both production environments and new deployments
- Eliminates costly downtime
- Maximizes customer satisfaction
- Increases service-level compliance
- More efficiently allocates operating costs

Functionality

- Load, regression, site redundancy failover and interoperability testing
- No equipment to purchase
- Support for the latest technologies including VoIP, SIP, Avaya h.323, SRTP, TDM and IMS protocols, as well as multiple contact center products, media types and network elements
- CTI/agent desktop/screen pop options available
- Optional call-recording compliance testing
- Real-time reporting via a web-based interface available to all test participants worldwide
- Detailed reports to pinpoint issues for rapid correction

ABOUT GENESYS

Genesys® powers more than 25 billion of the world’s best customer experiences each year. Our success comes from connecting employee and customer conversations on any channel, every day. Over 10,000 companies in more than 100 countries trust our #1 customer experience platform to drive great business outcomes. Genesys on-premise and cloud solutions are built to be fluid, instinctive and profoundly empowering. Combining the best of technology and human ingenuity, we work the way you think.

Visit us at genesys.com or call us at +1.888.436.3797

Genesys and the Genesys logo are registered trademarks of Genesys. All other company names and logos may be trademarks or registered trademarks of their respective holders. © 2018 Genesys. All rights reserved.