



IR Testing Solutions



Get the results you want with outbound and predictive dialing.

Prognosis StressTest for outbound and predictive dialer solutions

At last, there is a reliable way to be sure your outbound and predictive dialer solutions perform as you intend and comply with FTC regulations.

IR Testing Solutions provides you with the phone numbers to dial, and becomes the target of your outbound campaign.

Whether you need a few numbers or hundreds – we have everything you need to give you a complete report of the results.

First create a test plan

We work with you to create a pre-defined series of expected interactions, the test plan. We use the plan to confirm that once

answered each call is handled according to the customer service experience metrics you require.

The tests can be configured at any time of the day or night to interact with the outbound or predictive dialer only, or to exercise opt-out mechanisms and interact with real agents.

We document the answer conditions you want to encounter, representing daytime, evening, residential, business, live and answering machine responses.

Next run the tests

We validate the setup conditions with a small number of test calls.

Just before the test session, your team, including any outbound agents, makes a few practice calls

to build confidence and answer questions.

You launch the outbound campaign with different levels of traffic and different call answer conditions.

The test identifies and highlights issues so you can tune your dialer and rectify issues before they impact customers.

Top outcomes

1. Confirms FTC compliance.
2. Provides answer conditions for daytime, evening, residential, business, live and machine responses.
3. Configures test cases to exercise opt out mechanisms or interactions with real agents.

4. Tests against varying traffic levels and answer conditions.
5. Delivers detailed test results for every call.
6. Reports on wait times from "hello" to announcement audio or outbound agent connection.
7. Verifies screen pop accuracy.
8. Provides easy repeat testing.

When you reach out to customers through outbound calling, it should always be a positive experience for everyone.

You can make sure that happens with Prognosis StressTest™ for Outbound and Predictive Dialer Solutions.

StressTest provides comprehensive reports that let you know if your outbound and predictive dialer solutions are performing as they should – and whether or not you are TCPA compliant.

StressTest gives you insight to:

- Call attempts and conditions for each connected call
- Retry attempts and intervals
- Wait time from "hello" to announcement audio
or
- Wait time from "hello" to outbound agent connection
- Screen pop verification
- Nuisance rates
- Other error conditions

Special test features:

- Detailed test results for every answered call
- Precise timing information
- Fast and easy set-up
- Repeatable precision tests
- Easy repeat testing on short notice
- Capacity for over 40,000 calls per hour



For more information on Prognosis StressTest visit ir.com

Microsoft Partner
Gold Communications

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

For more information visit ir.com



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