IR Testing Solutions

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Prognosis Automated Feature Function Testing

Be confident your solution performs as intended

Prognosis automated feature function testing is a hands-free comprehensive and repeatable way to test each feature of an IVR application against design documentation throughout its life cycle.

Delivered as a service you can verify that your solution is developed, implemented and performs as intended.

Deliver your business case

The business case that convinced you to make the development investment must be captured in the application and delivered in the implementation.

IR's Testing Solutions tests your solution from the customer's perspective, while keeping your company's goals top of mind.

The result is powerful data you can use to close any gaps identified in the customer service experience.

Act like a customer

Customer interactions with the application should follow the application design documentation, but humans are often fallible.

This means you must configure the test process to act like real people. You need to understand how the solution responds to an out-of-grammar or invalid input, or what happens to consecutive invalid inputs or if a valid input follows one or more invalid ones?

And if customers are impatient or know the system well what happens when their input interrupts a playing prompt or they get sidetracked and don't make an input at all?

Top 10 Benefits

1. Know if the application responds as expected.

2. Confirm your premium customers are treated as you expect.

3. Resolve unexpected results associated with a particular dialog state or call flow.

4. Be confident the application "sounds" right.

5. Ensure there aren't any discrepancies between the development and the design.

6. Confirm critical flows through the application work as designed.

7. Be confident global commands work at every state.

8. Does functionality associated

with a subset of call flows work as designed?

9. Measure how long inputs take and if latency is occurring.

10. Triage which discrepancies need your attention first.

Call recordings help development with quicker issue resolution and precise measurements help isolate timing issues.

How testing is designed

IR's Testing Solutions team uses your application design documentation to define and generate test cases based on the customer experience.

The team remotely generates Virtual Customer® test calls that access your application through the public telephone network and interact with your solution using speech and touch-tone inputs to thoroughly exercise the IVR's call flows.

The testing process counts and tracks errors, logs results in a database and records every call.

Your developers and implementers can download results from a secure website to help identify and resolve application issues.

Continue testing as functions change

To ensure your efforts stay true to design and business case objectives, it's critical that you perform extensive testing of the developed application as it changes.

Once the initial test cases are set up, the service is easily restarted to provide regression testing.

This can be a big relief for your team as they struggle to keep up with frequent functionality changes.

The initial test scripts are leveraged to instantly isolate discrepancies arising in the updated application.

Time stamps provide cross reference to internal logs and give you the confidence that every state, path and condition is working as intended.

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

For more information visit ir.com

Contact Us

AMERICAS: t: +1 (303) 390 8700 e: info.usa@ir.com

UNITED KINGDOM: t: +44 (0) 1895 817 800 e: info.europe@ir.com

GERMANY: t: +49 (89) 9700 7132 e: info.germany@ir.com

ASIA PACIFIC/MIDDLE EAST/AFRICA: t: +61 (2) 9966 1066 e: info.ap@ir.com

SINGAPORE: t: +65 6549 7038 e: info.ap@ir.com