IVR HEARTBEAT

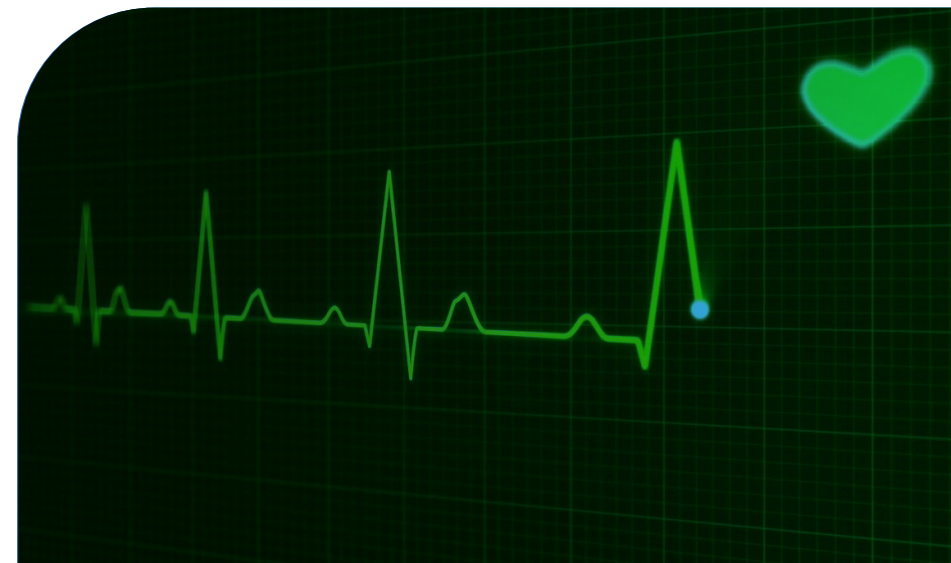## CUSTOMER EXPERIENCE VALIDATION AND ALERTING SERVICE

IVR is an essential component of modern contact centres, conducting billions of pounds worth of transactions every day. It's role is to reduce costs by enabling customers to self serve 24/7/365, which is why any issues with your IVR system need to be identified and rectified quickly.

IPI's IVR HeartBeat is a cloud-based testing as a service for contact centre experience management. The solution provides an automated calling service that replicates how your customers are interacting with your IVR system and lets you know what your customers are experiencing in real-time. Auto-alerts enable you to quickly identify and fix issues right away, before the business is impacted.

EXCEPTIONAL IVR PERFORMANCE TESTING

From the moment your customer makes a call, all the way through to the information presented to the agent in a screen pop, your contact centre and unified communications (UC) environment must perform smoothly and reliably.

IPI's HeartBeat service gives you detailed insight into the availability, performance and quality of service you're delivering to your customers. This prevents revenue disruption while ensuring retention of your customer base. As a cloud-based service, there is no requirement for additional hardware or software in your infrastructure.

BENEFITS:

- End-to-end testing ensures you are providing the best possible customer experience
- Validate your IVR can meet seasonal or promotional demands
- Deliver improvements in service quality, first call resolution and customer satisfaction
- Quickly identify problem areas and opportunities for improvement
- Automated testing removes costly human labour and errors

EASY-TO-USE SOLUTION THAT GIVES YOU CONFIDENCE

Flexible notification options. If, during the testing, there is any failure of a call, the system sends an automatic notification with detailed information. Notifications can be send via email, SMS, pager, phone call(s) with the ability to have variable notification schedules.

Initiate on-demand test calls. Verify issues have been resolved and revalidate to confirm.

Load-testing. IPI's IVR HeartBeat service provides load-testing capabilities to measure how your system will perform under normal and peak conditions.

Spend less time finding and fixing problems. Evaluate and optimise system performance and achieve fast problem resolution so you spend less time dealing with dissatisfied customers

Ensure the right data pops on the agent's desktop. Confirms customer data is accurate and delivered and displayed quickly and accurately

A COMPREHENSIVE, AUTOMATED TESTING PROCESS

IPI staff work with you to define the Virtual Customer (VC) test call scenarios that most effectively validate the end-to-end performance of your UC or CC customer interactions from an outside-in perspective. Combinations of notifications and escalation methods create a CX validation strategy that's just right for your business model.

The IPI IVR HeartBeat validation process initiates real voice calls at regular intervals that access and interact with your systems just as real customers do through the public telephone network.

IPI's evaluation process is both language and vendor agnostic (i.e. Avaya, Microsoft, Cisco, Genesys, etc).

You decide how frequently test calls occur—from once a day to several calls an hour. If the response at any step is unexpected or takes longer than anticipated, the IPI IVR HeartBeat process immediately notifies you via e-mail or SMS message that an unexpected condition has been identified. This assists you in pinpointing and solving the problem, before your customers are affected.

Response Chart

Transaction View Controls
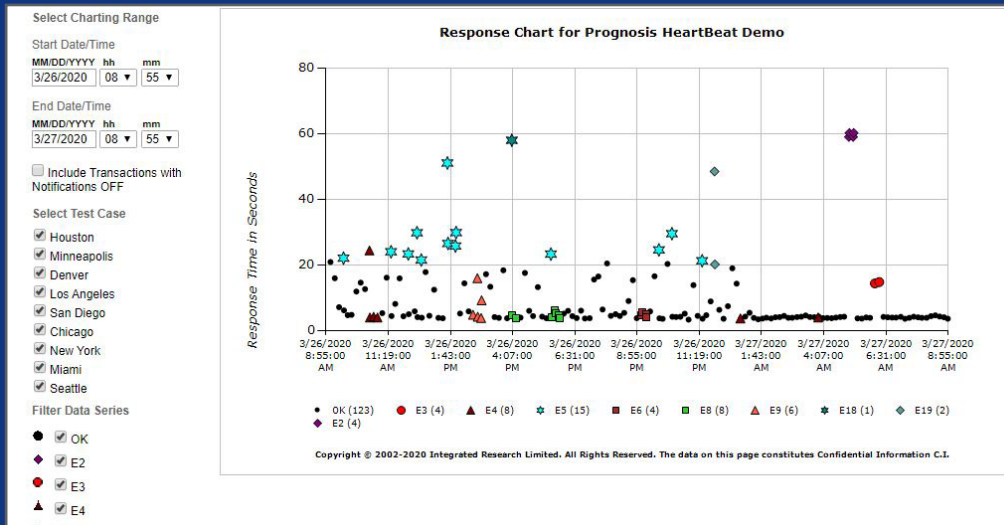
SOPHISTICATED AND COMPREHENSIVE REPORTING

IVR HeartBeat provides immediate visibility and actionable insights into customer experience across your contact centre so you have the data you need to quickly identify and remedy any issues the moment they occur.
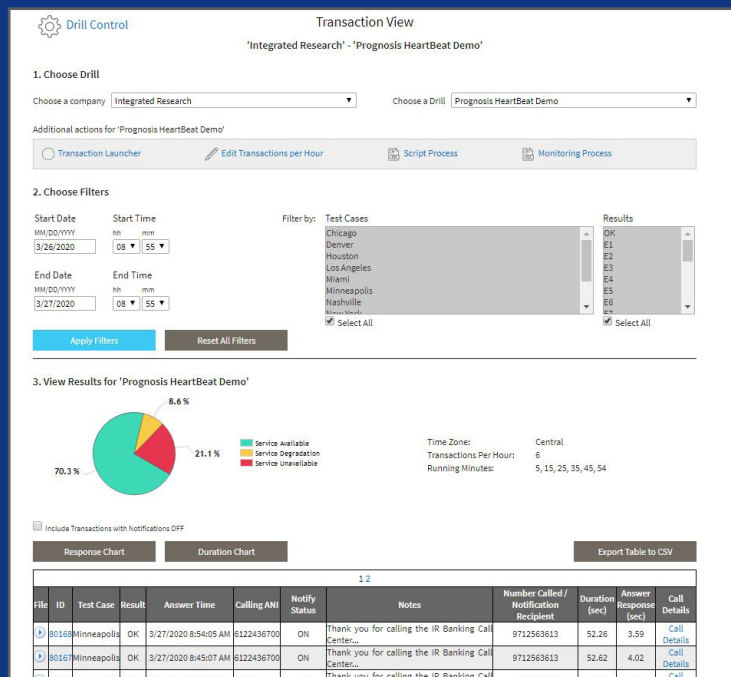
Dashboard reporting enables you to visualise real-time availability and performance data across your communications channels.

Better insights with test call results and recordings. Data from test calls, including recordings of every call, are available via IPI's secure portal.

Historical Trending. Use rich call history data to analyse trends and track failure and recovery patterns to see performance over time.

The value of IVR testing automation

IVR friction should be avoided at all costs, but manual testing is both expensive and prone to errors. Automation enables any change to be tested quickly and new call flows can be developed. Considering the investment in IVR and customer satisfaction, IVR HeartBeat delivers a compelling, cost effective service.

EXPERIENCED TEAM OF EXPERTS

CONTACT OUR MANAGED SERVICES TEAM

HeartBeat helps you meet your service level requirements, and provides the documented results so you can be confident your contact centre interactions are working as intended. HeartBeat is a valued component of IPI's Managed Services portfolio, which provide you with 24/7 peace of mind and ensures the delivery of exceptional customer experiences tailored to your business.
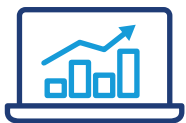
Monitor and Report
Detect issues before they arise

Service Desk
Providing communication channels

Reviews
Regular service reviews

Management
Ensuring relationships are established and nurtured

GET IN TOUCH

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