HAMMER
an Infovista Business

DATASHEET

Hammer Edge

Extend agent experience measurement and management to the edge of your environment

Achieve better, more reliable CX performance through comprehensive network transparency

With more of your customer experience delivered at the edges of your corporate network it's hard to know when performance quality drops, what's causing the problem, where it is, and how to resolve it.

Hammer Edge offers complete transparency into agent and workforce experience and system performance with a multi-perspective test measurement approach that provides visibility into network, application, and system health across your entire agent population.

The solution securely assesses critical IT and technology services needed to support agent productivity and performance. Hammer Edge measures, scores, augments, and visualizes this data as experience scores that contact center leaders can use to resolve issues faster and enhance the productivity, availability, health, and performance of your CX environment.

Why contact center leaders rely on Hammer Edge

Hammer Edge simplifies network edge measurement and management, empowering contact center leaders to accelerate performance issue identification and resolution – something that historically was a challenge with significant business consequences.

With Hammer Edge, CX-focused organizations can address these issues, reduce operational costs, and improve agent experience by applying intuitive historical and real-time measurements and insights across their entire workforce.

BENEFITS

- Ensure your workforce can deliver critical CX services
- Post off-hours change control validation
- Objectively measure and baseline user and workforce experience
- Prioritize performance issue remediation
- Deliver critical value to IT operations
- Perspective-based measurement profiles
- Seamless zero-touch API integrations

Hammer Edge is ideal when you're:

- Preventing or responding to decreasing CSAT scores and growing customer/agent churn
- Establishing visibility of communication quality at your network edge
- First migrating to the cloud or a CCaaS vendor
- Assessing the impact contact center traffic load has on your remote agents
- Accelerating agent technology issue identification and resolution

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HAMMER

Quickly detect and measure performance issues

Through its zero-touch configuration and administration APIs, Hammer Edge seamlessly integrates into existing customer process and technology systems. Once integrated, the three critical components of the Hammer Edge solution unite to measure, score, and visualize the relationship between technology and the workplace.

Hammer Edge Cloud components consist of load balanced proxy servers, message queues, database servers, application, and visualization servers accessed via an intuitive online portal.

Hammer Edge Collector is deployed to local computers, VDIs, and remote desktops to capture web application, network, voice, VPN, VDI, and computer-based metrics for use cases including satisfying voice MOS, voiceRNA, WebSockets state connection, bi-directional network measurement requirements, and more.

Hammer Edge ITSM Integration supports runbook and message policy adherence enabling proper operationalization of large-scale enterprises

> **Identify, triage, and resolve performance issues faster at your network edge and beyond.**

About Hammer

The largest contact centers around the world rely on Hammer and its proven technology to guarantee optimal customer experience and business outcomes. Through automated end-to-end testing and assurance solutions that mimic real-world citizen and customer engagement, Hammer ensures its clients deliver high quality communications across voice, IVR and digital channels. Hammer solutions play a pivotal role in ensuring excellence in day-to-day operation of more than 250 large enterprises, including 6 of the top 10 global banks, 8 of the top 10 global healthcare organizations and 7 of the top 10 largest insurance companies.

KEY CAPABILITIES

- No touch, light-weight footprint enables organization-wide deployment in just minutes

- Agent experience scores show communication quality from any network location to, through, or from your network

- Multi-perspective reports by line of business, team, or geography enable CC leaders to understand issue impact and respond accurately and quickly

- Privacy compliance means stability and performance reporting without intercepting or interfering with sensitive customer or agent data

KEY FEATURES

- Active and Predictive VQ measurements
- Windows, Mac, and Linux clients Web App measurements
- Perfmon, WMI, EventLog, Registry measurements
- Bidirectional jitter, packet loss, and latency measurements
- Auto ISP discovery
- Tracerouting
- Domain name resolution
- Virtual desktop app compatibility
- Powershell measurement support
- DLL executions
- Fiddler web traffic capture and reporting
- Top-down and bottom-up perspectives
- Integration with IDP and SSO
- Zero-touch APIs
- Third-party API integration measurements
- Cloud-based measurement configuration
- Shrinkage reporting
- Compliance dashboards

For more information, visit **www.hammer.com**