



INFOSHEET

HAMMER OHM™

Automated voice quality testing and monitoring for work-from-home environments

Actively test and troubleshoot issues that impact customer experience and productivity

Entire workforces have been restructured to conform to “the new normal”. With more people working from home than ever before, facilitating “business as usual” isn’t as easy as sending a worker home with a laptop and headset. The shift has resulted in **substantial changes to network traffic patterns** for millions of businesses worldwide, creating capacity and reliability issues with firewalls, VPNs, SBCs, and third-party Internet Service Providers (ISPs).

These issues are having a very real impact on customer experience and productivity, and are costing companies billions in downtime, lost sales, and customer churn each year.

So how can contact center and customer experience teams enable the delivery of high-quality voice interactions to remote workers and their customers?

Test outside of your network

Hammer Ohm™ is an automated voice quality testing and monitoring solution for work-from-home environments. It extends the testing and monitoring capabilities of the well-known Hammer Cloud Platform to include ISPs and third-party networks, empowering organizations to deliver a seamless end-to-end customer experience.

Hammer Ohm empowers contact center operations and customer experience teams to deliver high quality voice interactions with customers and colleagues by measuring Internet Service Provider (ISP) performance metrics including:

- ▼ VoiceRNA™ scoring
- ▼ Average and max jitter
- ▼ MOS score
- ▼ Upstream and downstream speed
- ▼ Average and max latency

OHM™ Key Features

- ▼ VoiceRNA scoring
- ▼ Light weight, browser based (zero code install)
- ▼ Active voice quality test capability
- ▼ Built-in reporting
- ▼ Integrates with trouble ticketing system
- ▼ Open APIs for easy integration with analytics applications

Hammer Ohm™ empowers contact center managers to **identify** and **resolve** the quality issues that plague home networks and negatively impact customer experience and remote workforce productivity.



You need Hammer Ohm™ if you want to...

- ▼ Quickly Identify and resolve issues both inside and outside of the VPN
- ▼ Gain visibility into the performance of work-from-home environments
- ▼ Proactively identify customer-impacting issues
- ▼ Deliver a seamless end-to-end customer experience
- ▼ Equip IT with the right information to rapidly troubleshoot issues
- ▼ Execute automated or on-demand test scenarios
- ▼ Meet customer expectations and SLAs

OHM™ Benefits:

- ▼ Boost workforce productivity
- ▼ Reduce churn, improve CX
- ▼ Reduce OpEx

Proprietary VoiceRNA scoring

Hammer Ohm’s VoiceRNA scoring compares the voice quality of recorded calls against an optimal recording sample. This enables contact center operations and customer experience teams to score the voice quality of calls. A low VoiceRNA score might indicate a technical issue that could impact customer experience.

Figure 1

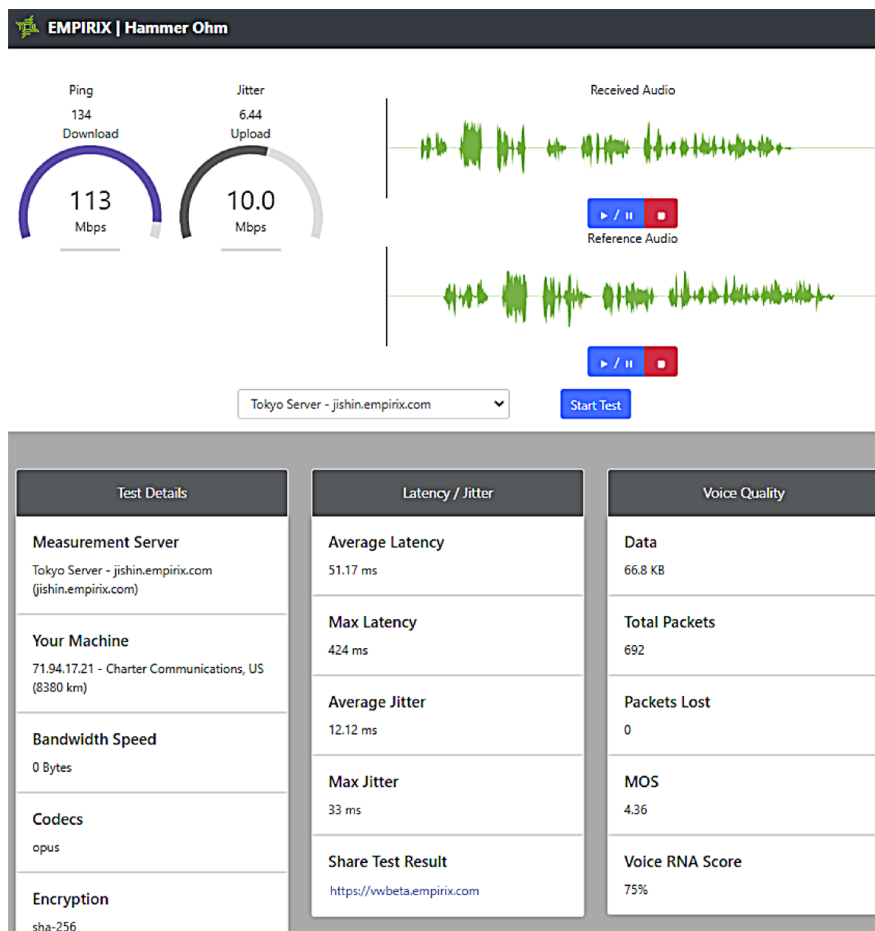


Figure 1: Hammer Ohm™

About Hammer

Hammer, an Infovista business and global leader in network and service testing, performance monitoring, assurance and analytics, provides customer experience assurance solutions across two market categories: network and service performance monitoring, assurance and analytics for Communications Service Providers (CSPs), and automated customer experience testing and monitoring for Enterprise Contact Centers. Many of the world’s leading CSPs and Enterprises depend on Hammer solutions every day to increase customer experience, service performance & quality and revenues, whilst reducing operational costs and customer churn.

For more information, visit www.hammer.com