

Performance testing-as-a-service

HAMMER
an Infovista Business

www.hammer.com

Hammer's unique combination of customer-agent emulation testing, system monitoring, and passive network monitoring technologies give our clients visibility into user experience and network performance thereby helping them reduce churn, reduce operational costs, accelerate digital transformation, and extend the value of their existing investments.

Solution drivers

A single business-or technology-driven change can pose significant risk to the stability and performance of your contact center technologies. A turnkey, managed service load testing solution may be a worthwhile investment in scenarios such as the following:

- Changing vendors for any of the following technologies: SIP, DID, or toll-free carrier; SBC; PBX; IVR; CTI; and agent desktop
- Merger or acquisition drives need to integrate technologies while also expanding the capacity of the contact center platform
- Peak busy season (open enrollment, Cyber Monday, holidays, tax season, hurricane season, etc.)
- Migration of telephony infrastructure from physical to virtual
- Migration of telephony infrastructure from on-premises to cloud



Differentiators

- Testing is conducted end to end; measuring performance of all integrated technology components from the customer perspective as they interact with it
- Traffic is generated from data centers through the PSTN, which is representative of live customer traffic
- Testing is turnkey; our testing experts build the test plan, develop the scripts, execute the testing, analyze the results, and provide a written summary report
- Testing is attended by a testing expert on a conference bridge for the duration of the testing
- We maintain the world's most-tenured voice testing experts

Solution Hammer On-Call

Learn more at hammer.com/contact-us

Benefits

- Minimize risk of catastrophic production system issues by identifying them prior to go-live
- Test at peak expected call rates and volumes prior to measure performance before go-live
- Eliminate technology issues that negatively impact corporate image or brand
- Validate failover of carrier, SBC, call manager, and contact centers works as expected prior to go-live
- Perform end-to-end testing through the PSTN network all the way to the agent desktop and phone
- Our subject matter testing experts coordinate, prepare, and execute testing efforts that align with your go-live timeline
- Deploy on premise or in the cloud



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

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