



# Test automation and monitoring solutions

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For managing customer experience and productivity  
across a distributed workforce

**HAMMER**  
an Infovista Business

[www.hammer.com](http://www.hammer.com)

## Empower your distributed workforce

For the first time in recent history, there are more people working remotely than in corporate offices. This shift has substantially changed network traffic patterns for millions of businesses worldwide, creating capacity and reliability issues with firewalls, VPNs, SBCs, and Internet Service Providers (ISPs).

Whether you're supporting or managing contact center agents, remote employees, or outsourced third-party services, remote technology issues could be costing your company billions in lost productivity, sales, and customer churn each year.

Hammer offers a variety of test automation and monitoring solutions for ensuring a quality experience for your remote workforce and customers.



## Reality check

1. Customer experience and worker productivity are being negatively impacted by the addition of home networks into workflows
2. 92% of remote workers plan to continue working from home once the pandemic subsides
3. Managing the infrastructure for remote workers is challenging
4. Companies continue to invest in cloud technologies
5. Lack of end-to-end transparency leaves gaps that put customer satisfaction at risk and leads to productivity loss

### Technology issues...

- SIP trunk capacity
- SBC performance
- Firewall/ VPN throughput
- Home network outages/ Bandwidth issues
- Infrastructure health
- Interoperability issues

### ...lead to business disruption

- Lost productivity
- Decline in brand value
- Low customer satisfaction
- Increase in customer churn
- Dropped calls
- Poor voice quality
- Misrouted calls
- Security lapses
- Compliance challenges

## The lasting impact of tech failure

- 32% pick up the phone when website can't resolve
- 60% are frustrated before they reach a rep
- 47% go to a competitor within 1 day of poor service
- Recruiting new customers costs 5X as much as retaining current customers

## Test automation and monitoring solutions

### For voice, CTI and CRM

At Hammer, we have self-service tools to manage and analyze even the most complex technology environments. Our solutions empower organizations to continuously measure the performance of their technology environment in order to derive actionable intelligence and make objective, data-driven decisions.

- Remote agent network path
- End-to-end contact center
- Conference bridge
- System health
- End-to-end network performance

## Remote agent network path testing

### Extend proactive testing and monitoring of user voice quality, network impairments, delay, and throughput to include work-from-home environments

The migration to working from home has disrupted corporate network traffic patterns for businesses worldwide, creating capacity and reliability issues with firewalls, VPNs, SBCs, and Internet Service Providers (ISPs). These issues are having a very real impact on customer experience and productivity, costing companies billions.

And they aren't going away. A good portion of remote workers will continue to work remotely even after the pandemic has ended, so operations teams must be able to proactively test and monitor work-from-home environments in order to continue delivering a seamless end-to-end customer experience and to protect the productivity of their workers

### Solution: **Hammer Ohm**

## End-to-end contact center testing

### From the datacenter to the agent handset

Test the full customer journey through the carrier, SBC, IVR, call routing, CTI data delivery, and CRM.

Many vendors suggest that they can test and monitor voice quality and customer experience end-to-end, but upon inspection, they are only confirming that your systems are online and won't help you identify or resolve voice quality, network or latency issues. This leaves your customers and end users exposed to disruption which ultimately yields complaints, trouble tickets, and churn.

Our solutions are truly end-to-end. We monitor every leg of the customer journey, including the carrier provider, into and out of your network.

Our on-demand and automated testing and monitoring solutions test the quality and performance of voice, data and the infrastructure that it runs on from the corporate data center to the agent/ employee desktop and back again.

With us, you will always know when poor quality or performance are putting your business at risk.

**Solution:**  
**Hammer**  
**Hammer Cloud Platform**  
**Hammer Virtual Agent**

## Conference service monitoring

### Test ongoing availability of voice and video collaboration services

The use of conferencing applications has risen by over 300% over the years. Presentations and meetings that used to be face-to-face are now hosted online, and adding huge strains to VPNs and download speeds.

Thousands of hours of workforce productivity are lost when collaboration and conferencing systems drop calls, prevent users from reaching access numbers, or experience bandwidth or SBC issues.

With nearly three decades of testing and monitoring experience, we can put enterprise teams and cloud service providers back in control of call quality.

### Solution: VoiceWatch



# System health monitoring

## Monitor the health of underlying infrastructure, applications and user devices

There is a sense of urgency to identify hardware, operating system, computing resource, and application issues within UC and contact center infrastructures quickly. Such issues have a lasting impact on the business and can affect P&L, customer churn, and brand loyalty long after the issue has been resolved. Enterprises can mitigate these risks by monitoring the health of their systems and devices in real time and correlate user experience transactions tied to those systems.

We provide visibility into the availability and performance of critical communications systems, infrastructure and applications and provides real-time Service Level Agreement (SLA) monitoring that aligns with business goals.

## Solution: OneSight



## About Hammer

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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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