



DATASHEET

# Hammer Cloud Platform

Self-service, SaaS-based voice test automation for contact centers and enterprise networks

## Safeguard CX with test automation for the entire Software Development Lifecycle (SDLC)

In a DevOps world, development, QA, and operations teams, by design, work collaboratively. Nowhere is this more critical than in the complex, ever-changing contact center environment. Even with careful planning, technology failures or disruptions can occur and negatively impact customer experience.

So how can contact center teams accelerate release cycles without sacrificing quality or putting customer experience at risk?

By working cross-functionally to identify customer-impacting issues and defects both pre- and post-change, teams can speed time to market, reduce unplanned downtime, and consistently deliver a quality customer experience.

**Accelerate test and development efforts  
by as much as 90%**

## Quickly detect and measure performance issues

By identifying performance bottlenecks and call-handling errors before new or modified applications are deployed, QA, DevOps, and IT teams can significantly reduce the costs of detecting and correcting problems, and positively impact customer satisfaction.

Hammer Cloud Platform is an easy-to-use, fully automated self-service testing platform for voice applications and contact center systems. It helps teams quickly detect and measure performance issues including capacity limitations, human-triggered configuration errors, IVR defects, carrier routing issues, application server and backend host latency, and CTI data and routing errors by automating QA, regression, load, and ongoing active testing efforts across the entire software development lifecycle.

## KEY CAPABILITIES

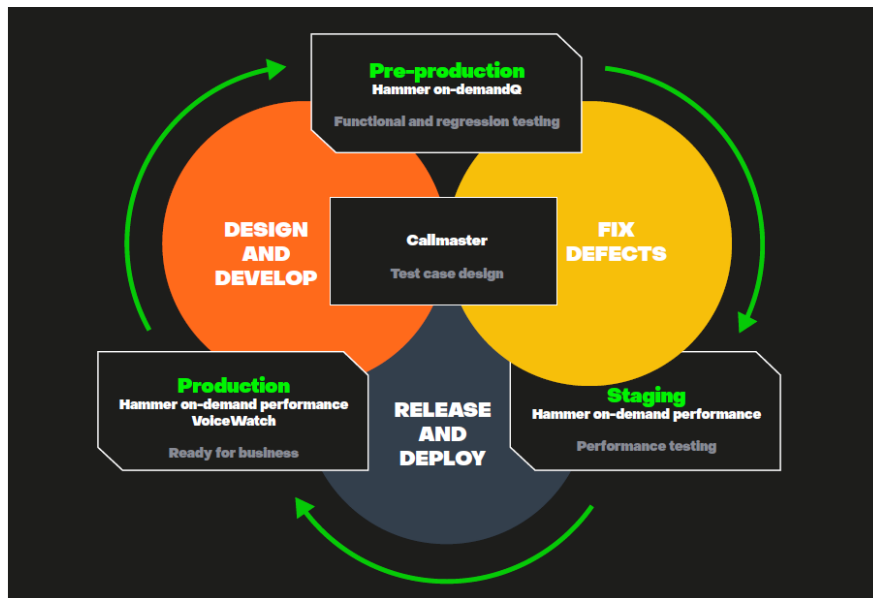
- ▼ Enables test case design and test automation
- ▼ QA: functional, regression and systems integration testing
- ▼ Performance: load, smoke and disaster recovery testing
- ▼ VoiceWatch: ongoing ready-for-business testing
- ▼ CallMaster: automated test script design

## BENEFITS

- ▼ Test across the entire SDLC
- ▼ Accelerate release cycles
- ▼ Prevent rollbacks
- ▼ Increase test coverage
- ▼ Identify customer-impacting defects
- ▼ Reduce unplanned downtime (MTTR)
- ▼ Enable cross-functional collaboration
- ▼ Execute hundreds of tests simultaneously
- ▼ Reduce OpEx, CapEx and TCO

## Cross-functional collaboration breaks down silos

Hammer Cloud Platform offers unprecedented opportunity for QA, DevOps, and IT teams to collaborate on creating, scheduling, and executing tests to ensure their contact center is performing as designed.



With Hammer Cloud Platform, teams can easily automate script creation from existing designs, reuse and deploy test cases between applications, and facilitate workflow efficiencies. Open APIs allow integration with configuration management, bug tracking, and other solutions for full DevOps orchestration.

## 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 highquality 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

## Hammer Cloud Platform is ideal when you're:

- Looking to improve test efficiency
- Deploying a new application
- Deploying patches frequently
- Validating failover and disaster recovery strategies
- Making significant network updates
- Changing system

## KEY FEATURES

- Unified self-service testing platform
- Centralized test case library
- Data-driven testing
- Comprehensive call recording
- Drag-and-drop test case design
- Disaster recovery testing
- SLA compliance auditing
- Script portability between Apps
- Automated script creation
- Open APIs facilitate DevOps orchestration
- Regression test automation
- Built-in reports for trending and analysis
- Simultaneous test case execution
- On-net/Off-net call generation

For more information, visit [www.hammer.com](https://www.hammer.com)