

# Hammer Voice Explorer

Test and monitor Interactive Voice Response (IVR) performance to identify and resolve issues impacting CX.

**HAMMER**  
an Infovista Business

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

**Hammer Voice Explorer utilizes machine learning to automatically discover and document customer journey test scripts across your entire software development cycle. With results displayed in a single dashboard, you gain an extensive view of service quality across your mobile and digital networks.**

## Solve common problems

- I have an IVR but don't know what applications are on it
- I have little or no documentation, which is slowing down test creation
- I have ordered an IVR development (3rd party), but I don't have any documentation on how it operates
- I am responsible for IVR testing, but developers fail to provide update on changes.
- I need to "audit what exists" against all these toll-free numbers
- We are preparing a migration to the cloud, and I need a snapshot of what exists in the legacy environment
- Change happens too fast -- the business teams need an updated diagram to collaborate
- I don't have time to create test scripts

## Reduce test automation development by 80%

Our "negative test discovery" feature enables you to quickly identify potential navigation errors, review and optimize the IVR. As a result, you shorten user acceptance testing (UAT) timelines and reduce the time and effort required by QA testers to generate or update test scripts.

## Reduce documentation effort

Decrease the time and effort required by QA engineers to document new customer journeys and IVR paths in Self-Service Applications. Edit scripts and store in regression libraries to increase application coverage and shorten testing cycles.

## Persona driven testing

By providing IVR inputs such as account number and PIN for a specific caller profile (platinum customer, delinquent customer, etc.), Hammer Voice Explorer discoveries allow QA and UAT teams to identify a persona-driven testing approach for IVR defects quickly.

## Accelerate cloud migrations

Manual testing and verification are often prone to human error and subjective interpretation and lack consistent uniform results. Save time and effort with documenting and confirming existing IVR functionality in legacy contact center platforms by enabling more efficient cloud IVR design and buildout. Discover and document your new cloud IVR to verify its design adherence during functional testing. Automatically generated scripts can then be leveraged post cloud deployment for ongoing regression testing and production monitoring.

### Features

- Creates an interactive visual map of your IVR
- Needs a phone number to call
- Transcribes IVR prompts to text
- Supports DTMF and speech applications
- Pre-set data inputs to navigate the IVR; for example, an account number or access code
- Edit IVR utterance before converting to test cases or documentation
- Test cases are importable into Hammer on Demand QA
- Supports negative test discovery mode

### Benefits

- Automation for your entire Contact Center Lifecycle
- Ensures a clear picture of what exists
- Reduce manual IVR documentation effort
- Sets baseline for new work
- Identifies problem areas that are difficult to navigate or understand
- Eliminates manual effort for test case creation
- Eliminates the need for manual calling and recording
- No more errors due to a cumbersome process.
- Generate test scripts are automatically for QA testing, performance testing, and ongoing 24/7 monitoring

## 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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