



DATASHEET

HammerRTC

Accelerate, validate, and protect your CC deployments through end-to-end CX testing

Testing Amazon Connect, Genesys, NICE CXone, and Five9 just got easier

Operating on a new platform – especially one in the cloud – demands more testing and validation than it used to. Today contact centers rely on more features, functionalities, and applications exchanging data than ever before. With this increasing complexity, comes an increasing need to confirm the operability and interoperability of environments so that organizations know agents are getting the service quality and data they need to deliver a great customer experience.

Testing before, during, and after your cloud migration makes it easy to identify, resolve, and eliminate points of failure before they impact customer experience. HammerRTC provides testing and monitoring capabilities, applying virtual agent simulation for the world's most popular cloud platforms so cloud migrations are completed faster and more reliably.



How HammerRTC Helps CX Teams

HammerRTC validates system performance both before and after cloud migrations with the help of virtual agent simulations. These agents identify the invisible points of customer friction and decrease threats caused by excessive contact volumes, high wait times, repeat customer calls, abandoned calls, and issues arising anywhere between the virtual agent endpoint and the CX platform.

With HammerRTC, you can:

- Quickly test the customer experience through the agent endpoint
- Assure the cloud platform is operating as expected
- Validate changes, additions, or migrations to the cloud through the web
- Integrate with customer CICD DevOps strategies
- Simulate calls to an agent and capture all input values
- View all agents from a single location, allowing users to select individual agents or agent groups for testing

BENEFITS

- Identify call routing defects by capturing and comparing CTI key-value pairs
- Identify SIP trunk, IVR, queuing, and call capacity limitations of new and expanded cloud environments
- Measure CCaaS SLA adherence with on-going end-to-end voice quality testing
- Improve customer experience and overall data accuracy and efficiency
- Positively impact CSAT and NPS scores
- Streamline user experience with Hammer Cloud Platform integration

HAMMER RTC USE CASES

- Functional and regression testing of new and changing contact center applications
- Real-world load and performance testing of full agent population prior to go-live of new and changing CC environments
- Operational availability of customer voice journey and call routing

Increase your CX scores with HammerRTC

One of the most important components of your company is customer satisfaction. It leads to greater customer retention and a stronger brand reputation. HammerRTC tests against CTI data accuracy and efficiency, making certain that the correct CTI data populates quickly and accurately so your agents can personalize each contact, which leads to higher real-time customer satisfaction.

Hammer's bi-directional voice quality measurements ensure your network maintains the standard your customers and agents expect. These factors work together to increase your CX scoring and drastically reduce customer churn. Customer retention and satisfaction will increase, while your organization sees improved CSAT and NPS scores.



KEY CAPABILITIES

- Fully automated and scalable webRTC agent testing
- Bi-directional Voice RNA voice quality scoring from caller through IVR to agent
- Ability to verify expected CTI data IVR integrations
- Assurance that agents can access the right customer data passed along to their agent desktop
- Standalone or fully integrated management within Hammer Cloud Platform apps
- Enhanced administrative control for testing of a few to a few thousand agents

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.