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Cyara

CTI
SIP TESTING **Voice** Telephony

Agent Desktop Mobility **Voice Callback**

Call centre **Load Testing** Outbound Dialers

Chat **Automated Intelligent** Voice Quality

Next Gen **Contact Centre Testing** **Cloud**

Cloud **Stress Testing** MOS/PESQ

Simulation Customer Experience Monitoring

Screen Pop **IVR** Application Testing

Production Monitoring

Voice Biometrics **PABX**

CUSTOMER EXPERIENCE TESTING
CLOUD AND ON-PREMISES

Emulates Customer Activity

- IVR LOAD TESTING
- IVR APPLICATION TESTING
- PRODUCTION MONITORING
- OUTBOUND DIALER AND CALLBACK TESTING

Emulates Agent Activity

- CTI AND ROUTING TESTING
- AGENT DESKTOP EMULATION AND TESTING
- ENDPOINT EMULATION AND TESTING
- AGENT HEADSET AUDIO TESTING

CYARA PLATFORM

Unified Test Case Management, Reporting, Campaign Management,
Administration and Voice Quality Testing

- HP QUALITY CENTER ADAPTER
- APIs
- MOS TESTING
- SNMP OPTION
- VOICE BIOMETRICS OPTION
- MULTILINGUAL