



AUTOMATED INTELLIGENT Contact Centre TESTING

Cyara *helps* to:

- *Protect your brand and reputation* – Reduce deployment, migration and production risk
- *Slash time and costs* – Customers have reported over 50% savings in costs and project times
- *Improve customer experience* – Proactively monitor your contact centre
- *Simulate contact centre business scenarios* – Analyse “what if” situations using Cyara’s virtual customers and agents

“Several solutions were reviewed, and Cyara offered the most complete, mature solution for US Airways’ testing needs – IVR simulation and testing; agent routing; and CTI simulation, testing and monitoring – on non-proprietary hardware, at the right price point.”



“When we use Cyara the need to use human testing is reduced by 50%, as is human error”



“Cyara gave us certainty in knowing what we had designed; our intended customer experience could now be verified, not from us looking out, but from customer-looking-in viewpoint”

