

Call Center Acceptance Testing Service

BENEFITS

- Verify capacities, trunk availability, routing, prompts, screen pop success
- Measure time to answer at increasing load levels, call handling errors, prompt errors and prompt timings, VRU/Host response times
- Detect call handling bottlenecks, VRU scripting errors, CTI integration failures, CTI server timing problems, application server latency problems
- Document Performance
- Fast test turnaround
- No capital investment
- No staff requirements

Overview

For Call Center Operations and Telecommunications Managers who are dissatisfied with the effectiveness of manually testing new or upgraded telecommunications systems, Hammer's Call Center Acceptance Testing Service provides a completely automated solution that is more effective at finding problems and is fast and easy to use.

Unlike manual testing, which is difficult to organize and frequently misses hidden problems because of limited call volumes, automated Hammer testing can generate thousands of real test calls that duplicate expected operating conditions and find the capacity bottlenecks and configuration errors that other tests miss. And Hammer testing will provide you with documented performance results.

Whether you are installing new VRUs, CTI, ACD/PBX systems, or integrating a complete call center you want the peace of mind that comes from knowing that your installation will operate properly when it goes "live." You want to avoid unexpected "surprises." Hammer's Call Center Acceptance Testing Service gives you fast test turnaround and makes it easy for you to conduct cost effective, world-class testing for small and large installations with documented call handling performance results.

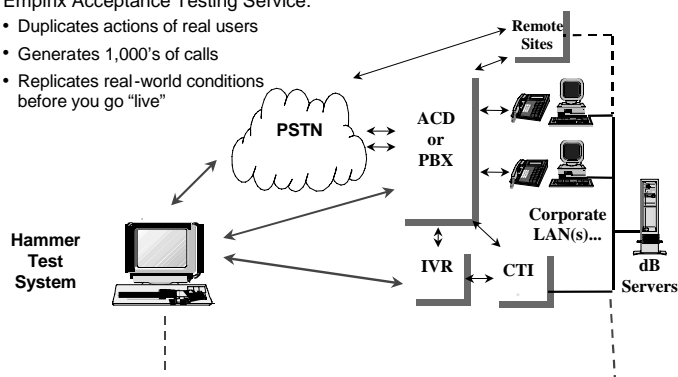
Avoid Costly Hidden Problems

Automated testing services from Hammer Technologies give you a powerful new tool for ensuring that your telecommunications systems and networks have been properly configured and engineered to meet current and future performance requirements. Hammer's

Find Problems *Fast*

Empirix Acceptance Testing Service:

- Duplicates actions of real users
- Generates 1,000's of calls
- Replicates real-world conditions before you go "live"



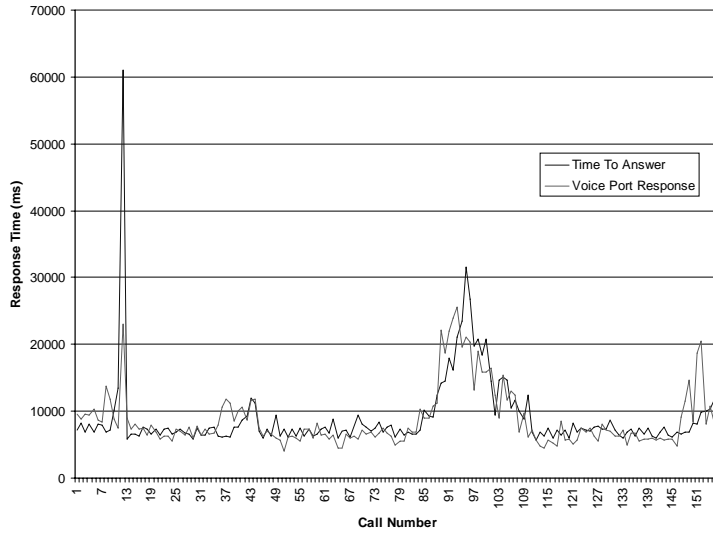
experienced test consultants will work closely with you and your team to develop a test plan for your call center, work with you to run the tests, analyze test results, and provide you with a written report of what was learned.

Generate Thousands of Test Calls

Our test consultants can provide you with remote or on-site, end-to-end testing of new or upgraded call center systems and applications right through to the agent. Duplicating the actions of real-world callers, Hammer test systems will hit your call center with thousands of actual test calls. Hammer's Call Center Acceptance Testing Service can help you quickly find problems and identify their cause. Performance can be measured at every critical point in the call flow and compared to threshold values. Using Hammer's unique, patented prompt recognition capabilities, our test systems can even tell you if the right prompts are playing at the right time.

Comprehensive Testing

Hammer testing is system-independent and can be conducted remotely through the Public Switched Network (PSTN) or on-site with a direct connection to the systems under test. Fixed price services are available. Please call for pricing.



Capabilities

- Remote and onsite testing
- Performance and QA test ACD/PBX, CTI, VRU systems
- End-to-end testing through to an agent
- Speech recognition to verify prompts
- Real-time performance reports and measurements
- Generate ANI and DNIS where appropriate to exercise your scripts and call flow (on-site testing only).

The Leader in CTI and Call Center Testing

Empirix has been the acknowledged leader in CTI testing since 1991. We provide products and services to more than 1,200 customers worldwide including many of the world's leading contact centers.

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