

Top Business Continuity Testing Solutions



Prognosis HeartBeat™ & Prognosis WebBeat™

Cloud-based CX validation via automated, proactive, real outside services accessing and interacting with your (UC) Unified Communications, (CC) Contact Center, (API) Application Interface and Web solutions, alerting when the CX provided is sub-optimal, **24x7x365**.

Key Benefits

- ✓ Verify Cloud services and Customer-facing technology working at all times
- ✓ IVR, self-service applications, web, UC & CC are accessible, available, up, & running
- ✓ Host response times are acceptable
- ✓ Speech recognition, TTS & (AI) Artificial Intelligence services are available & efficient
- ✓ Correct data pops on the agent's desktop
- ✓ Verify call clarity and continuity doesn't degrade at certain times of day or peak volumes

IR's proactive testing suite allows you to provide the issue-free technology experience you intend for your customers!

Contact us to get a 1 Month Testing Trial, Free!*

*Offer is for 1 number, site, or source; 4 interactions an hour. To initiate tests, please provide the following:

- Voice testing: telephone number to monitor and the call flow to be tested (speech or DTMF).
- Web testing: URL to monitor and steps to be taken on page.
- Chat testing: page to initiate chat and flow to be tested.

Unless otherwise specified, any alerts and notifications will be sent to the HeartBeat trial customer point of contact. Once HeartBeat test interactions have started, trial lasts for 4 weeks. Offers end April 30, 2020.

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