



# prognosis

## StressTest™

## “Your call may be recorded for quality and training purposes.” Be confident it happens!

**You’ve invested considerable time and money in making sure calls into your contact center are recorded.**

**With all the choices available for voice, web, social media and video, contact center providers are coming up with exciting and sophisticated ways to give users more control of their customer service experience.**

**This means supervisors need to be able to review how well contact center agents are interacting with customers.**

**Add in financial regulations that require audible recordings of all interactions and the fines associated with failure to do so and the business case for being 100% confident your recording system doesn’t skip a beat even under full load conditions is even more compelling.**

### Here’s why

- Each call must have a clear recording.
- Each call must be able to be replayed if necessary for compliance or regulatory reasons.
- Peak traffic resource issues mustn’t impact your systems’ ability to create intelligible recordings of every call.
- You need the confidence that your call recording solution will provide high quality recordings.

IR Testing Solutions has the methods and technology to help you assess the performance of all call recording systems. Technical support personnel can identify and resolve issues to ensure crystal clear recordings for customer interactions every time, even under peak load.

### How does it work?

Testing as a service (TaaS) generates a calibrated traffic load of hundreds or even thousands of concurrent

calls based on a time-stamped ramp-up plan. You can correlate the results with error and performance logs collected by the target systems.

This large but controlled quantity of concurrent calls is remotely generated in the Cloud and traverses the PSTN to access the target system, just like actual callers.

### What happens during a test?

Once answered, each test call exercises all the components of the target solution, including the call recording system, giving you the opportunity to assess the operation of key system elements, performance under load, and audio quality of the recordings made by the call recording system. Any test calls prematurely disconnected will also be detected and noted.

The solution can be tested without an “army” of agents simply by putting the agent workstations into auto-answer mode during the test. IR Testing Solutions can generate calls

that “talk to the agent” as long as needed before hanging up.

IR Testing Solutions suggests a conference call is established during all test activity to discuss the test as it progresses.

Via the conference call, IR Testing Solutions will share test results and identify issues while all team members discuss performance and provide instructions about test ramp-up and traffic patterns.

IR Testing Solutions Performance Testing provides confidence the Call Recording System will perform as required under load.

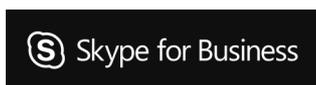
Based upon the system configuration and how the customer plans to use the call recording system, IR Testing Solutions defines testing methods, techniques, and processes to create a test plan that makes sense for the project.

The test plan is key to the overall success of the testing activity because it will document the dimensions of the system as well as define your requirements and performance objectives for the call recording system. The plan specifies the agreed-upon time and date for the test activity, the type and quantity of test calls to be generated to exercise the system, the ideal traffic ramp-up, the measurements that will be captured and the results that will be reported upon. The test plan also specifies whether the test calls will use audio recordings from IR Testing Solutions or the customer. The test plan may also require a benchmark StressTest™ if the project involves upgrades to or replacement of an existing system. The test plan should be as detailed as possible so once the test is complete, you have the information necessary to determine if the call

recording system meets expectations and specifications.

During the test session, test calls are generated according to the test plan thereby providing the test case distribution and traffic levels required for meaningful assessment of call recording system performance. IR Testing Solutions collects system performance metrics as specified in the test plan, as well as audio recordings of all calls initiated during the test from the calling party perspective. Recordings are published real time to the StressTestOrca.com secure website.

The test call recordings to the recordings made by the onsite call recording system. After the test session, metrics collected during the test are analyzed to identify any call handling anomalies and reported in detail.



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Prognosis for UC is Microsoft SDN API 2.1.1 qualified with Skype for Business.

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