

Cyara Professional Services

Expertise and support to help you get the most out of your Cyara investment

FEATURES

- Outsource Cyara management
- Design testing strategy
- Develop Test Cases
- Implement omnichannel testing
- Monitoring real-time monitoring
- Develop cross-team methodologies
- Omnichannel testing implementations

BENEFITS

- Increase ROI on existing solutions
- Achieve faster time to market
- Gain deeper insight into quality issues
- Improve customer experience
- Reallocate testing staff to high-value tasks

Professional Services: Get the Most of Cyara

Cyara has deep expertise in making sure your customer-facing applications are delivered on time, under budget and at the highest level of quality, and that you can monitor the performance of these applications. Whether you are deploying an IVR, email, chat, mobile, web self-service or other types of customer-facing systems, the Cyara professional services team can help you set up the systems and methodologies that best serve your organization.

When it comes to the Cyara implementation itself, our professionals can help you identify what systems are already in place and how they are performing, and guide you through gap analysis. The professional services team works closely with your team providing advice on testing methodologies and scenarios to serve your organization. Our focus is on reducing the cost of development, increasing the speed of development and improving the quality of the customer-facing software deployments.

The professional services team helps you and your team develop the knowledge you need so that you can most effectively leverage the Cyara software you've purchased.

Customer Experience Innovation Lifecycle: Quality, Cost, Speed

Your organization has a process or lifecycle you use to develop, test, deploy and monitor customer experience innovation. Just like new product development, new customer experience development is crucial to your organizations. Cyara's automated call center testing products are focused around the specific set of processes, practices and systems that encompass customer experience innovation. We call this the Customer Experience Innovation Lifecycle™, or CXIL™ for short.

By looking at the complete CXIL, and streamlining the process, organizations can provide a comprehensive process to optimize the speed, cost, and quality at which they improve or innovate in the area of CX, rapidly moving ahead of the competition when it comes to delighting the customer at every interaction. Using our customer experience tools, Cyara has enabled customers to accelerate innovation by up to 90% and reduce development costs by as much as 80%, while improving the overall quality of their customer experience.

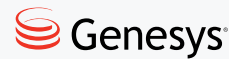
Cyara's professional services team can share their expertise with your organization to boost the effectiveness of introducing innovation by coordinating cross-team and cross-discipline methodologies for managing the quality and speed of development. The Cyara Platform itself helps create a common language to discuss product quality and performance, and standardize the ways in which teams communicate about customer-facing systems.

Implementation, Maintenance and Management

If you are looking to simply outsource the entire process of discovery, testing and monitoring of your customer experience, Cyara can provide a complete ongoing service package where we take care of the operations for you. Our professional services department can handle all of the discovery process, testing strategy, creation of testing scenarios, deployment and training on the system and ongoing monitoring of your call center, email chat and omnichannel self-serve systems.

Our end-to-end services include monitoring and management of speech recognition, voice quality, carrier service levels and backend performance, as well as monitoring and testing of the actual IVR, email, chat, web, and mobile services. We also provide outgoing dialer testing, agent desktop and other quality testing and monitoring as well as Cyara product support.

Cyara Partners include:



About Cyara

Cyara was founded in 2006 with a mission: gather the best expertise in the industry to reinvent customer experience. Today, Cyara has fulfilled that promise, as market-leading provider of an omnichannel discovery, testing and monitoring SaaS platform. Over 150 employees around the globe help the world's most premier companies use Cyara's platform to accelerate the delivery of seamless and frustration-free customer experiences across every channel. Thanks to Cyara, organizations with combined revenues of over \$3 trillion deliver billions of flawless customer interactions every day.

Cyara was named a Gartner Cool Vendor in CRM Customer Service and Customer Support in 2015. For more information, please visit <http://www.cyara.com>.



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