INTRODUCTION
The IVR Application Testing course initially looks at the concepts behind testing an IVR application, including requirements gathering and mapping of requirements into Cyara Test Cases. Functional Testing strategies, including planning and execution using Cyara Replay; campaign management and defect management, integration and reporting are covered in this course.

Who Should Attend This Course?
Technical and non-technical persons interested in understanding the Cyara Platform and its integration with IVR Application Testing including automated discovery functionality.

What Delivery Options are available for this course? How long will it take to complete?
Instructor Led/Virtual Classroom (1 day / 6-8 hours)
Self-paced (eLearning): (TBD)

What Skills will you need? Are there any Cyara courses to complete prior to attending this course?
Platform Foundation (C7FDN)

What will you learn from this course?
• Functional Testing requirements mapping principles
• Plan, create and execute a Functional Testing campaign using Cyara Replay
• View and interpret Cyara Replay reports

COURSE UNITS

• Unit 1: IVR Fundamentals
  – Introduction of IVR technology (DTMF, Speech, including direct and open speech methods)
  – Basic overview of IVR architecture (eg. ASR, TTS, VXML)

• Unit 2: Planning
  – Requirements mapping; defect triage methods; testing methodologies explained (Unit, SIT, UAT, PVT)

• Unit 3: Campaigns (incl. Workshop 1)
  – Replay Campaign overview; creating and running Replay campaigns; campaign management

• Unit 4: Reporting (incl. Workshop 2)
  – Viewing and interpreting Cyara reports; Defect management integration; Summary Report recommendations