



# Cyara Expert Services

## Test Automation Guidance

### KEY EXPERT SERVICES BENEFITS

- Understanding of your current placement on the [Test Maturity Model Integration \(TMMi\)](#)
- Detailed view of strengths, weakness, threats, and opportunity zones
- Detailed roadmaps, resources, and risk mitigation planning
- Direction and alignment on steps to reach optimization on the TMMi scale
- Repeatable, sustainable, and standardized process documentation and artifacts
- Cost savings through reduction in testing cycles with improved processes and procedures
- A greater commitment to quality within your organization
- Standardized testing processes, implemented best practices, and established optimal utilization of testing resources (human, environment, and relationships) for successful, ongoing flawless CX delivery
- Stability and preparation for expansions to automation and new technology platform adoption

At Cyara, it's our goal to be your partners in Customer Experience (CX) transformation, helping you to deliver efficient and flawless customer experiences at scale.

Expert Services is our way of assuring your success on the path to automated QA testing transformation. Working together as a team, we will identify areas of improvement, evaluate resources necessary for success, and determine a roadmap for your fastest path to automated CX assurance.

The journey starts with a complimentary, in-depth digital self-assessment survey that will help determine your individual and unique needs for successful automation adoption. Once completed return the survey and our team will compile the data, evaluate answers, and report back with recommended next steps.

**This survey and our team will focus on analyzing your automation readiness and current state of operations in three key areas:**



### Governance & Strategy

*Demand Management, Innovation, Standards, Processes, Frameworks & Accelerators*



### QA Execution

*Capacity Monitoring, Demand Planning, Skills Assessment, Estimating Model, Resource Management & On-Boarding Processes*



### QA Delivery

*Communications, Compliance, Coordination, Project Health, Test Executions & QA Verification*

**From there, we offer several levels of Expert Services Analysis Engagement Levels to meet your needs.**

#### READY TO LEARN MORE?

Contact your Account Executive or Customer Success Manager for pricing and more information.

#### CONTACT US:

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## CX Assessment 2-Week Engagement

For this Expert Services Engagement, our team and yours take the results of your self-assessment survey and put them to work. We will walk through certified methodologies and activities – including meetings, reviews, discovery, and document examinations – and assess your current position on the industry standard [TMMi](#).

**At the end of this Engagement, you will receive:**

- A thorough report of your current state within key operational areas, including Test Maturity, Test Practices & Test Tool usage
- A snapshot showing where your organization is currently positioned according to the TMMi scale



## CX Guidance 4-Week Engagement

For this Expert Services Engagement, we will work through all the activities included in the CX Assessment Engagement, plus an additional 2-weeks of further, more detailed analysis of current QA testing practices.

**At the end of this Engagement, you will receive all deliverables from the CX Assessment Engagement, plus:**

- A guidance plan with resources & deliverables for each stage of your QA testing transformation
- A recommendation list & detailed timeline for improving your ranking on the TMMi scale
- A detailed recommendation roadmap with specific steps for successful implementation of automated practices



## CX Mentorship 6-Week Engagement

For this Expert Services Engagement, we will work through all the activities included in the CX Guidance Engagement, plus an additional 2-weeks of further, more detailed analysis of current QA practices and hands-on assistance with improvement and implementation.

**At the end of this Engagement, you will receive all deliverables from the CX Guidance Engagement, plus:**

- Assistance with implementation of automation practices
- Best practices matrix for areas that require improvement
- Report showing your rank among peers on the TMMi scale
- Support for implementation of changes required to improve placement on TMMi scale



## CX Managed Services Customized

For this completely customized Expert Services Engagement, Cyara will dedicate a QA Manager to your customer experience ecosystem who will work as a member of your team to incorporate industry best practices, processes, and procedures for QA/Testing.

Your QA manager will oversee the adoption of automated testing solutions and Agile frameworks to improve standards, reduce cost, and streamline operations.

**You will receive all deliverables from the CX Mentorship Engagement, provided to you by your dedicated Cyara QA Manager who will guide you on your implementation journey to ensure success in achieving optimization on the TMMi scale.**

**READY TO LEARN MORE?**  
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