

Cyara Velocity + Jira

Automate & Fast-Track Defect Management

The Cyara Velocity + Jira Integration:

- Eliminates manual Jira ticket detail data entry for issues identified by Cyara
- Speeds issue identification through consistent, detailed issue reporting, including the exact data your team needs for the fastest path to incident resolution (call recordings, screenshots, etc.)
- Reduces risk of rework and human error within defect tracking and error resolution processes

Your development team works tirelessly to build the voice and digital journeys in your contact center systems that will provide your customers with the flawless CX they deserve.

That job is never done. As your business changes, so must your CX. You must continuously test all aspects of your customer journeys to make sure they are error-free, and support business initiatives and customer needs. For that, you need a vigilant, efficient, and accurate way to test for, track, and resolve gaps or defects before they creep into production and impact your customers.

Cyara Velocity helps you shift testing left and find issues during development with automated functional and regression testing and comprehensive reporting so your team can deploy defect-free code. But what happens when your good testing practices with Velocity uncover defects? Simply finding the problem is not enough.

Many developers use Jira, the number one development tool used by Agile teams, to track defects and assure that they are resolved. That's why Cyara has teamed up with Jira, to create a game-changing way to automate CX testing and manage any uncovered defects.



Shift testing left, discover CX defects ahead of customer impact, and manage their resolutions efficiently with the Cyara Velocity + Jira integration.

READY TO LEARN MORE?

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

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How This Integration Works:

With Velocity, you can automate testing at each step of the development process. When Velocity discovers defects, it captures and reports on details about the defect that can be helpful in resolving it. How?

If Velocity's functional and regression test cases and campaigns fail, Cyara generates a defect ticket automatically populated with granular failure detail, like description, issue type, and project. Cyara's user-friendly configuration UI gives you control over what ticket details to include.

With this integration enabled, you can directly establish traceability between Jira user stories and defects raised by Cyara test case failures. Each Jira ticket generated from Velocity is automatically filled with test case failure details and a recording link so you can view and share information that leads to the most efficient CX issue resolution.

Cyara's Automated CX Assurance Platform is integration-friendly, designed with APIs that easily plug in to your existing technology ecosystem, supporting a DevOps approach to development.

Learn about other [integrations](#) we built to help shorten the development lifecycle, provide continuous delivery of flawless CX, and enable you to work within the comfort of your current contact center environment with less effort, cost, and risk.

Start Using the Cyara Velocity + Jira Integration!

Learn how to enable this integration from Cyara's [Developer Central](#)

The image shows a composite screenshot of Cyara Velocity and Jira Software. On the left, the Cyara Velocity interface displays a campaign run for 'Genesys Cloud Regression Suite' with one call result listed as 'Failed'. A modal window titled 'Create New Ticket' is overlaid, showing fields like 'Project' set to 'JiraDemo', 'Summary' as 'Genesys Cloud: Internet-Failed-Step 2: No match. Confidence: 0% is less than the required 60%', and 'Description' with the same summary text. On the right, the Jira Software interface shows a ticket titled 'JIR-162' created by 'nivedita.tripathi' with the same summary and description. A large black arrow points from the Cyara modal to the Jira ticket detail page.

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