

# Automated Testing Pays Off Through Technology Deployment



A Global Bank Faced Unexpected Issues Upgrading Its Contact Center Infrastructure and End-of-Life Systems

A global, US-based financial institution with over 500 agents answering millions of calls per month had outgrown its very basic, end-of-life telephony infrastructure and outdated call center technology. Additionally, they were using IVR applications written by a company no longer in business, which made technical support difficult.

They determined that the only path forward would be a major technology upgrade that included full replacement of their phones, contact center platform and IVRs.

The organization settled on a contact center vendor to upgrade its two core contact center locations. They also selected a local IVR application development vendor, who proposed what seemed to be a viable solution in a reasonable timeframe, along

**Industry:** Financial Services

**Location:** Global, US-based headquarters

**Company Size:** Number of employees, contact center agents, etc.

**Challenges:**

- End-of-life and outdated technology necessitated a major upgrade
- New IVR vendor lacked experience with the financial services market
- Unexpected project complications resulted in overstretched Quality Assurance (QA) resources

**Solutions:**

- Cyara Velocity
- Cyara Pulse

**“Cyara increased our confidence in the IVR, our network and our project. Management was assured that systems were viable.”**

—Senior Technical Project Manager,  
Global Financial Institution

with a testing solution vendor that they recommended.

“We assumed we’d do a couple of tests with the recommended testing vendor to confirm the network could absorb the call traffic, and then we’d be set,” said the Senior Technical Project Manager who was overseeing the upgrade..

However, the proposed testing solution was expensive and did not allow any visibility into the testing process. Rather than being able to own and conduct testing internally, this vendor would have required staff to rely on their service as an outside resource indefinitely.

This was not an acceptable solution, which led them to consider Cyara as an alternative testing platform.

## Control, Collaboration and Flexibility Instills Confidence During Load Testing

The Cyara Platform was selected based on its more collaborative approach, delivered at a far more attractive price, with significantly better flexibility in scheduling tests and training the crew. “We ended up relying heavily on the Cyara team’s flexibility when it came to testing our network, as we had to perform far more hours of testing than originally

planned, and ended up using it as a diagnostic tool, not just a volumetric testing platform,” said the PM.

“Cyara was also the easiest vendor we dealt with, providing technical insights and feedback to our staff gratis during the learning curve. We ran tests over and over ourselves, which allowed our team to learn the platform and fine-tune our network. This saved us time and effort, but more importantly instilled confidence in the team that would support these network systems moving forward.”

## Cyara Augments the QA Team

As the upgrade progressed, it became obvious that the IVR development vendor had no real experience with the financial services market. “They failed to do any real systems analysis, and began delivering IVR code that was so poor it had to be rewritten on the fly after every QA effort,” said the PM.

Even the top members of the QA team were lost trying to keep up with such a moving target.

**“Bringing in Cyara at this point really saved our project, and the mental health of my staff.”**

—Sr. Technical Project Manager,  
Global Financial Institution

## BENEFITS ACHIEVED



**Enabled load tests to be performed by the internal QA team rather than an outside vendor**



**Uncovered hidden issues with a new IVR application and rescued a failing project**



**Saved time and avoided miscommunications with IVR vendor by playing back call recordings**



**Saved thousands of dollars in QA costs alone**

The QA team began trying to ramp up to perform advanced integration testing instead of standard QA, which was not their area of expertise, and they quickly became overwhelmed.

It was at this point that the PM suggested that they use the Cyara Platform to perform functional testing and augment the QA team. “Again, Cyara was very quick to support our effort, providing free orientation, training and suggestions; we loaded up our IVR and began testing.”



## Cyara Eliminates Miscommunication and Project Overruns

“The value of Cyara went way beyond basic IVR verification,” said the PM. “They also allowed the organization to quantify errors found in the IVR, including call recordings that could be provided to the vendor to help them in cleaning up the IVR code and functions that were found to be missing. The vendor discussions were far more succinct and removed any possibility of misunderstanding.”

As the IVR project began to extend beyond the planned timeline, and costs were potentially going to be overrun, the organization stepped up their use of the Cyara Platform to augment the work being done by the QA team. At the time, the team was completely buried in reiterative, raw testing. During this time the project had begun to spiral into what was commonly called a “death march.”

The PM described the state of the project at that point as “the kind of project where the developers, testers, and tech staff can’t see a way to finish, and morale dives.”

“And then code quality went from bad to worse, and the vendor’s subcontractors started bailing from the vendor and our project, in droves. We went from thinking we had six developers at the vendor, to then one or maybe two and delivery slowed to a crawl,” he said.

With Cyara, the team was able to baseline the entire system—including network, IVR, and call volumes. When a new version of the IVR was sent, they used Cyara to verify and turn around a full suite of results in a matter of hours. Normally, this would have taken weeks for the QA team to perform. They got control of their schedule, budget and the code quality “virtually overnight,” quantifying the issues, setting priorities, and driving the project forward.

“We used this for mitigating errors in the vendor’s rendition of platform configurations, the IVR, the gateways; everything was now visible to us and we



could take action immediately in a comprehensive manner,” said the PM.

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Throughout the implementation, the Cyara Platform “more than paid for itself” in QA costs alone, before even calculating the value it continues to deliver through automated testing and monitoring.



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