

# Get to Flawless CX **FASTER**

## Fast-Start Packages Give You:

- ✓ Baseline CX Assurance Suite
- ✓ Fixed-Fee, Cost-Effective Automated CX Assurance
- ✓ Rapid Time to Value
- ✓ Immersive Training
- ✓ In-House Certified Cyara Experts

## Fast-Start Packages Include:

- ✓ Project Kick-Off & Discovery
- ✓ Provisioning & Implementation
- ✓ Cyara, Inserted Into Your Workflow
- ✓ Workshops & Team Enablement
- ✓ Curriculum Training
- ✓ Cyara-Guided Test Execution
- ✓ Cyara- Prepared Usage Reporting

Technology solutions come with learning curves. In today's fast-moving business environment, Contact Centers need quick and efficient ways to deploy, provision, learn, and start realizing value from solutions they invest in to enhance the quality of their customer experience (CX).

To overcome adoption challenges and ensure you get the most from your Cyara Automated CX Assurance solutions, we have designed world-class fast-start packages.

These fixed-fee, outcome-based CX bundles include in-depth discovery, immersive training, and insertion of our solutions directly into your workflows.

## TOP TECHNOLOGY ADOPTION CHALLENGES:

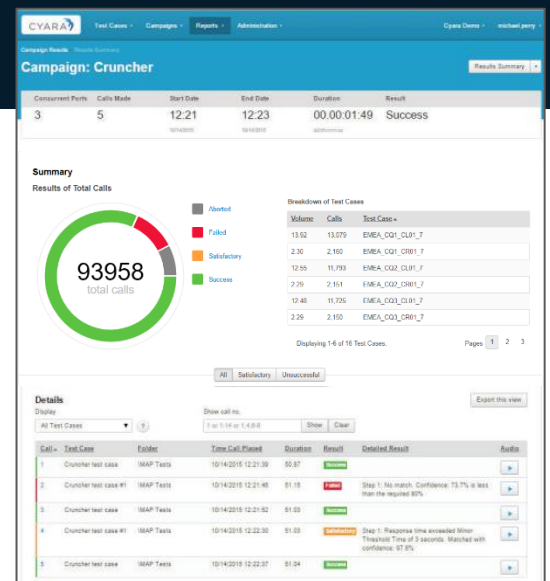
- Training
- Onboarding
- Knowledge Retention & User Resistance
- Proper Implementation
- Tracking & Analysis

## Cruncher Fast Start Package for Load Testing

Modern contact centers are complex, with many different technologies – on-premise, in the cloud, or in between – and third-party vendor-provided solutions that all require seamless integration in order to ensure you can deliver quality customer experience (CX).

This level of complexity calls for continuous performance and load testing to make sure that your infrastructure can stand up to pressure from events like platform migrations, product or service launches, and seasonal increases of customer traffic.

The Cruncher Fast Start Package gives you everything you need to plan, integrate, and start leveraging the Cyara Platform to assure you are *always* delighting customers with flawless CX.



Cruncher Results Screen Displaying Load Test Results

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Cyara's Cruncher Fast Start Package is a pre-defined load testing solution that reduce the costs and time required to test and improve CX. This offering includes:

- An in-depth discovery meeting
- Introduction to APIs & integrations with DevOps tools available from Cyara
- Side-by-side assistance integrating our solution directly into your existing workflow
- Provisioning & setup of all CX components
- Instructor-Led team training & solution certification for up to 8 individuals
- Cyara-led test execution for initial test, followed by Cyara-guided observation for subsequent 2 tests led by your team
- High-level summary & detailed report for Cyara-led test

# OUTCOMES

A Cyara-Certified Testing Team

A Fully Functioning CX (& AX) Assurance Package

A Review of Platform Usage to Ensure Adherence to Training & Best Practice Principles

Baseline CX (& AX) Established & Fully Integrated Into Your Workflow

Proactive notification of CX (& AX) Impacting Issues in Your Business

The load test service is delivered from the Cyara Cloud Platform and is designed to be non-intrusive to your contact center environment. Test calls arrive during the test period in the same manner customer calls typically arrive, and there is no intrusive deployment to your data center. This ensures a cost-effective and rapid way to validate your contact center environment.

Studies Show that  
**AFTER 2 WEEKS**  
Information Retention from  
**Experiential Learning**  
Compared to Just Studying  
**Written Coursework** is  
**68% VS 29%**

Fast Start packages give you Automated CX Assurance – configured and integrated right into your agile, waterfall or other workflow model – combined with an established CX baseline and immersive, hands-on education so your team can make the most of your Cyara investment.

“The Fast Start Package was a great opportunity for us. The package itself came with little financial risk and right away, it helped us get constant transparency for customer journeys like chat and voice, and lowered the barrier of IT to take more action on testing.”

- Daniel Possekel,  
Genesys Product Owner  
Vattenfall

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Customer Smiles.  
Delivered at Scale.