

# 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:

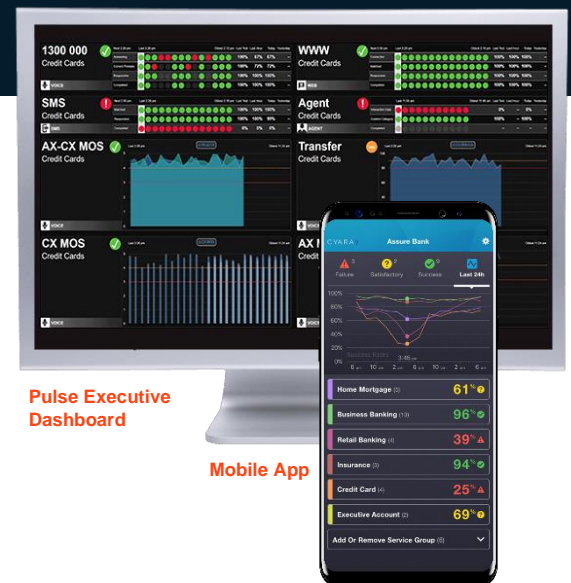
- Training
- Onboarding
- Knowledge Retention & User Resistance
- Proper Implementation
- Tracking & Analysis

## Pulse Fast Start Package for Customer Experience Monitoring

You have worked hard to build loyalty with your customers by delivering flawless customer experiences (CX). To ensure that quality never wavers, it is imperative to monitor CX infrastructure, assuring complex systems are working seamlessly to delight your customers.

In live environments, across every communication channel, you need deep visibility and actionable insights that drive issue resolution ahead of business impact. Pulse keeps watch on your CX, simulating real-world customer-to-agent interactions and providing you with real-time views of CX performance.

The Pulse Fast Start Package has everything you need to adopt, analyze, and act on CX insights that Cyara's Platform provides to assure you are *always* delighting customers with flawless CX.



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Customer Smiles.  
Delivered at Scale.

Cyara's Pulse Fast Start Package is a pre-defined CX monitoring solution that reduces the costs and time required to assure CX performance never disappoints. 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, including test cases, initial dashboards, mobile app & alerting
- Instructor-led team training, interactive workshops & solution certification for up to 8 individuals
- Program review of specific desired outcomes, observations & recommendations

# OUTCOMES

A Cyara-Certified CX Monitoring Team

A Fully Functioning CX (& AX) Assurance Platform

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

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

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

We offer two Fast Start Packages for Cyara Pulse (CX monitoring) appropriate for varying account sizes with everything you need to get started quickly. Right from the outset of this two-week engagement, we'll work as part of your team to set up and insert Pulse directly into your production environment while ensuring your team knows exactly how to leverage automated monitoring to assure customers are always treated to flawless CX.

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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