

# 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

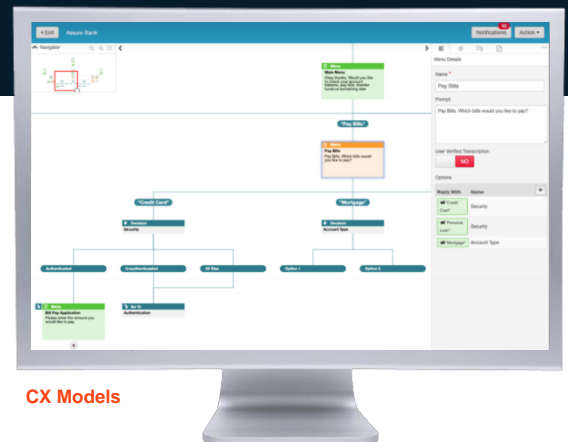
Tracking & Analysis

## Velocity Fast Start Package for Design-Driven CX Testing & Assurance

When it comes to quality CX, assuring the customer journeys you design align with what you deliver is essential to meeting business goals and customers' expectations. You need faster, easier, and more efficient ways to continuously test and assure the communication paths that help your customers reach their desired outcomes.

Adopting an automated, design-driven approach to functional and regression testing allows you to achieve agile, efficient, and successful CX development and delivery.

**The Velocity Fast Start Package has everything you need to accelerate development, connect CX design to quality assurance, and inspire customer smiles, delivered at scale.**



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Customer Smiles.  
Delivered at Scale.

Cyara's Velocity Fast Start Package is a pre-defined automated functional and regression testing 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 one or more ports depending on your package needs
- Instructor-Led team training, interactive workshops & solution certification for up to 8 individuals
- Final review of specific desired outcomes, observations & recommendations

# OUTCOMES

A Cyara-Certified CX Testing 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

Test Automation, Implemented &  
Adopted Within Two Weeks

We offer two Fast Start Packages for Cyara Velocity (design-driven testing) 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 Velocity directly into your development and testing environment while ensuring your team knows exactly how to leverage automated testing to assure 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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