



Cyara Botium

Automated Testing & Monitoring for Flawless Chatbot Experiences

Chatbots are becoming a must-have. Many organizations are challenged to procure, implement, train, test, and maintain their investment in this technology. Each stage of a chatbot life cycle seems to uncover new and nuanced challenges, and with so much left to learn about AI and ML, answers and solution providers who can help are few and far between. Until Botium.

Chatbots provide customers with a quick, self-service means to get answers to questions and needs addressed. For businesses, they reduce costs and improve customer satisfaction. That is, provided they work.

When selected, trained, implemented, and maintained properly, **chatbots can do amazing things, like:**

- Deflect **88% of customer inquiry volume** away from expensive and high-value live agents
- Provide business cost savings of **up to 75%**
- **Increase customer satisfaction by 71%**, with more than half of that increase occurring in just 1-3 months

BOTIUM INCLUDES:



Regression Testing

Automates conversational flow testing, ensuring your chatbot is delivering accurate answers to customers in a timely manner.



Natural Language Processing (NLP) Training & Testing

Tests and analyzes your chatbot training data, and provides guidance and resources that continuously improve your chatbot's ability to understand, even as customers pose questions and requests in fluid, flawed, and unexpected ways.



End-to-End Testing

Ensures that all customer channels, including social messenger, websites, mobile apps and voice, are delivering quality customer experiences across all browsers, mobile applications, and devices.



Security Testing

Automates testing against the latest and highest security and data privacy requirements set by regulatory bodies like GDPR.



Performance Testing

Assures that your chatbot can carry the load, responding to inquiries and requests in a timely manner through heavy traffic, peak seasons, and busiest hours of operation.

Sadly, though, many organizations fall very short of realizing these chatbot benefits. Instead, chatbots are launched, improperly tested and inadequately trained, only to stagnate, underperform, or worse, fail in very public ways. **Why? Because chatbots are software, and software needs testing and monitoring.** Assuring chatbot performance is a key, but missing piece of most organizations' strategy, and the end result is failure to achieve the original goals of a chatbot; customer containment, cost-savings through reduction of repetitive tasks, meeting customers expectations in self-service channels, and improving customers' experiences.

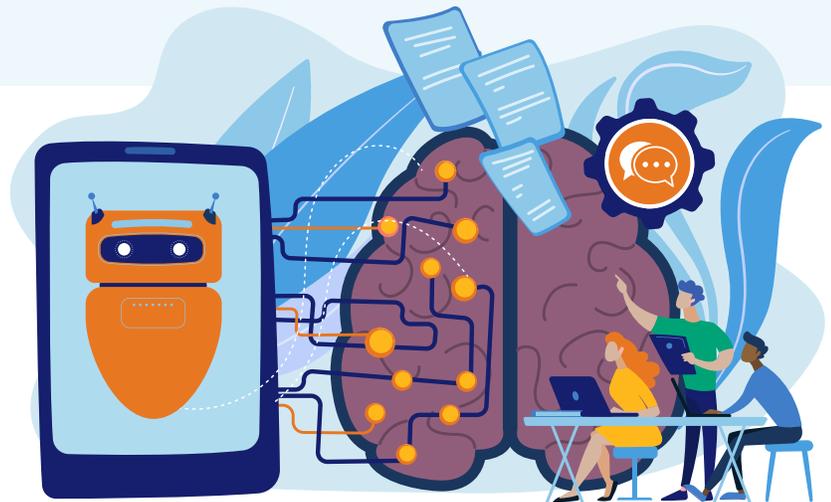
Additionally, with chatbots, traditional application testing methods won't work. Chatbots have to process non-linear input, and be able to understand and respond appropriately to all kinds of unexpected ways a customer can phrase a question, including misspellings, typos, incomplete sentences, and other human errors.

Businesses focused on innovation and delivering flawless customer experiences in voice and digital channels need an end-to-end, automated chatbot testing and monitoring solution that delights their customers and builds brand loyalty while helping them realize rapid chatbot ROI.

Meet Cyara Botium, the only automated chatbot quality assurance solution that offers value at every stage of the chatbot life cycle.

Botium provides confidence that conversational AI technology is meeting quality, security, and performance standards while delivering benefits to businesses and customers alike.

Botium is a **single solution that performs every type of quality assurance** required to assure your chatbots and conversational AI systems operate flawlessly. Simulating typical behavior of real humans interacting with your chatbot, Botium tests and analyzes experiences from end-to-end on all channels and platforms, conducting automated NLP score testing, conversational flow testing, GDPR and security testing, performance testing, and monitoring.



Botium's **sophisticated crawling feature** automatically builds test cases and libraries, saving you thousands of hours of manual labor, and Botium's **built-in security and privacy testing** keeps your chatbot compliant with regulatory bodies like GDPR. Botium **works with every major chatbot technology provider** and NLP engine available today, and can test customizations and home-built bots, too. And the best part? Like the rest of Cyara's Automated CX Assurance solutions, Botium **doesn't require coding, programming, or scripting**, which simplifies the complex task of chatbot testing, training, and monitoring.

Botium supports testing and monitoring for every major chatbot technology and NLP engine, including market-leading brands like IBM Watson, Microsoft Bot, Amazon Lex, Alexa Voice Services, and Rasa, as well as in-house, custom-built chatbot technologies.

And Botium supports multilingual chatbots, assuring conversations in every major language - except Klingon and Elvish.



Analyze your chatbot's ability to understand

Core to any chatbot is the NLU engine behind it. The importance of training data – and clean training data – in getting that NLU engine to work is essential. Botium delivers rich, static, and dynamic analytics on this training data enabling you to pinpoint flaws immediately, giving you the opportunity to improve performance.



Test real-life scenarios

When you release your chatbot into the wild, you don't know how customers will converse with it. Typographical errors, emojis, abbreviations... they're all part of what might be considered user input. Botium simulates human flaws like typos, shorthand and slang, enabling you to train your chatbot to grasp the human touch.



Assure all channels and platforms

A great user experience requires outstanding service regardless of the channel or platform. Social messengers, websites, mobile apps, voice applications and IVR systems – Botium tests across every channel and platform, so you can rest assured that your chatbot is working regardless of where customers start the conversation.

Botium is Part of the Award-Winning Cyara Automated CX Assurance Platform

Botium is part of the award-winning Cyara Automated CX Assurance suite of solutions, which enables companies to deliver better CX with less effort, cost, and risk. Cyara supports the entire CX software development lifecycle, from design to functional and regression testing, load testing, and production monitoring, ensuring enterprises can build flawless customer journeys across voice and digital channels.



VELOCITY
Functional & Regression Testing



BOTIUM
Chatbot Testing & Assurance



CRUNCHER
Performance Testing



PULSE
Customer Experience Monitoring



LIVEVQ
Voice Quality Assurance



Customer Smiles. **Delivered at Scale.**

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