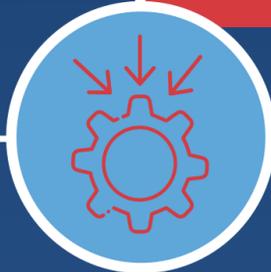


7 Types of Automated PERFORMANCE TESTING Every Contact Center Needs

Flawless customer experience (CX) depends on spotless software delivery, and you can't achieve that without testing in each and every phase of the development life cycle. Below are seven types of performance testing that can be automated to help you save time and reduce costs, while ensuring each software update is defect-free before it ever reaches your customers.

1 VOLUME TESTING

This tests system performance by adding more data into the mix. With this augmented volume of data, the tests can identify load issues and bottlenecks, assess real-world capabilities, and plan for scalability. This type of testing can cause problems due to its sheer volume of data demands, particularly in memory overload and data consistency and integrity.



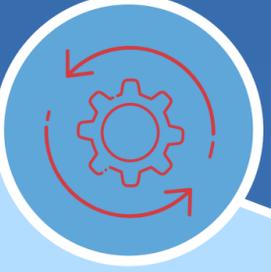
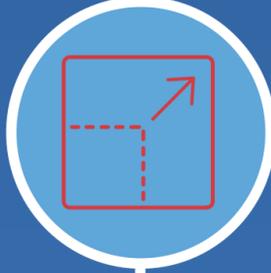
3 INTEGRATION TESTING

This more exhaustive and lengthy form of testing combines singular software into groups. The idea is to test for potential defects and assess the relationship between the various software components. Integration testing comes in a variety of forms. You can take the Big Bang approach and try it all at once – this works well for smaller systems. More incremental methods can happen top-down, bottom-up, or sandwich style, and these are usually better for isolating and localizing problems in a larger system.



5 LOAD TESTING

Another non-functional type of testing, this probes how products and applications behave when faced with external failures or throttled demand. The goal is to prove that these products and applications are robust enough to behave as expected in adverse situations. Load testing is crucial for CX delivery processes, including cloud migration, company expansion, outsourcing, technology refreshes, system performance baselining, and introducing new technology or channels. Failure to load test can expose internal problems to customers, delay projects, and create CX flaws.



7 CONTINUOUS TESTING

This describes the process of testing software at every stage in its development life cycle. Continuous testing is critical for assessing software quality and determining necessary improvements. This safeguards the user experience and helps a business avoid major software failures that could tarnish its reputation. For maximum effectiveness, it should be automated and implemented at every layer and customer touchpoint within a software application.

Either YOU find issues, or your CUSTOMERS will find them FOR you!

2 STRESS TESTING

Also known as endurance testing, this confirms a software application's reliability and stability – or lack thereof. In other words, stress testing determines whether a software application crashes under extremely heavy load conditions. It also reveals how effectively an application manages errors and how quickly it can recover from the strain. There are several variations of this testing type, including application, transactional, systemic, and exploratory stress testing.

4 SOAK TESTING

This non-functional form of testing examines software performance during long periods of time or with increased user volume. For example, a software application may work as designed for a 3-hour increment but crash when it runs for 12 hours. Soak testing pushes the limits of software applications to ensure they meet compliance requirements. As such, it's typically done before the public release of the product. Common issues it reveals include problems with memory allocation, database resource utilization, module or system stalling, and gradual degradations.

6 SCALABILITY TESTING

This third form of non-functional testing measures network performance to determine how well it can scale up or down with surges or drops in user requests. It examines several aspects, such as user traffic, data volume, and transaction account frequency, based on factors like response times, screen transitions, network usage, and performance. Although this is similar to load testing, it focuses on a system's ability to expand and contract with demand rather than its ability to respond to abnormal situations.

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