Cyara ResolveAX

Discover & Address Agent Environment Issues in Real-Time

ResolveAX empowers cloud contact centers to see, track, manage, and resolve issues that negatively impact live calls with customers through real-time agent environment monitoring. With system health checks, automatic alerts, non-technical troubleshooting guidance, and visual dashboards, contact center teams can swiftly resolve problems that typically take agents offline, tie up IT, and negatively impact an organization's ability to serve customers with flawless CX.

Contact centers and agents represent their company, often serving as the primary channel between businesses and customers. More and more, today's modern contact centers are accommodating flexible work environments with agents working in-office, from home or offshore. As the complexity of new working habits and the technology platforms that power contact centers grow, so too does the challenge of assuring the quality of service agents deliver to customers.

According to research[1], the average call center receives 4,400 calls per month. In large contact centers, statistics have shown as high as 30%[2] of those calls have been impacted by environmental, behavior, or technical performance issues. With simple math, we can deduce that 1,320 callers are subject to some type of negative experience when they call in to contact centers. And, since almost 90%[3] of customers report switching brands after a single poor customer experience, bad calls will seriously impact an organization's bottom line.

Without a way to monitor and quickly diagnose, troubleshoot, and resolve these agent environment issues, businesses put contact center productivity and customer satisfaction at risk.

RESOLVEAX BENEFITS FOR CALL CENTERS

Lower Technical Effort
Automatically Captured Call Quality & Connectivity Data

Improve Agent Experience
Provide State-Based Technology Health Status & Resolution Guidance

Gain Visibility & Control
Real-Time & Historical Views to Identify Patterns & Manage Issues

Lower Mean-Time-to-Repair
Actionable Call Data & Guidance that Drives Faster Issue Resolution

Realized Results

- Up to 4 Hours of Troubleshooting/RCA Saved per Agent issue
- Up to 80% Decrease of Agent-related Tickets Submitted
- Up to 50% reduction in Agent downtime
- Reduced AHT and repeat calls resulting in lower CCaaS usage costs
- Automatic Detection of Environmental Interference Affecting Quality CX

When agents can't take calls because of bad connections, supervisors lack visibility of agent environments to be able to provide troubleshooting guidance, and IT teams are overwhelmed with escalations that lack data necessary for effective root-cause analysis and resolution, it directly impacts business metrics that matter. Studies show that poor voice quality issues alone increases average handle time by 27%[4], and when calls take longer, productivity and customer satisfaction plummets.

Organizations need technology to help address the challenges of managing agent workstation environments and support agent productivity, operational visibility and control, faster issue resolution, and - as a result - happier customers.

Meet Cyara ResolveAX, a solution that empowers brands to deliver flawless CX by enabling real-time monitoring, diagnoses, and resolution of technical, connectivity, voice quality and environment issues that negatively impact customer experience.

ResolveAX provides contact center agents, supervisors, and technical teams with browser-based application analysis of location, ISP, call, network, mic/headset issues, as well as agent logins and voice quality Mean Opinion Score (MOS) for every call, reducing the time and effort needed to troubleshoot and resolve issues. Beyond the automatically captured data for live customer calls, ResolveAX also provides agents and supervisors with non-technical troubleshooting guidance specific to each issue experienced, offering first-line support for simple issues like required browser updates, mic or headset incompatibility, Internet connectivity, CPU, and Memory problems. This translates directly to fewer tickets sent to IT and less time and effort spent on troubleshooting and root-cause analysis. With ResolveAX collecting, aggregating, and organizing live call telemetry data that drives faster issue resolution, agents can have better quality calls from wherever they're working. This reduces agent and caller frustration, boosts productivity, and improves customer satisfaction.

Lightweight, secure, and privacy compliant, ResolveAX runs in the background of agent workstations, passively monitoring live calls and providing real-time system performance data, starting from the moment an agent first logs on with an automatic system health check to assure they're ready to take calls.

When health checks reveal that an agent's workstation configuration doesn't meet the requirements necessary to support quality customer interactions, ResolveAX automatically notifies agents and supervisors of the problem. These alerts contain more than just error data, offering links to self-diagnosis and repair support, which empowers them to fix simple issues quickly and get back online. And for more complicated problems, supervisors and IT can view historical and real-time data about call quality performance for individuals or groups of agents via customizable dashboards. This enables them to identify geographic or carrier-specific outages, behavioral issues, and other metrics affecting call quality.

CYARA

Today, having a way to monitor, manage, and quickly resolve issues that at-home contact center agents experience is no longer a "nice-to-have." Instead, it's a necessity in order to keep your contact center productive, meet your performance goals, and ultimately deliver quality customer experiences.
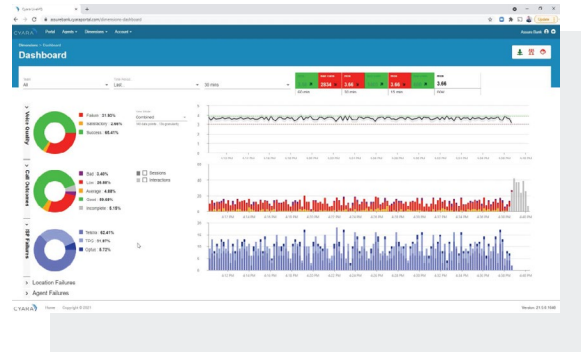
ResolveAX delivers superior CX with these key features:

Agent Desktop Plugin

Active on each agents' workstation, this plugin provides a direct feedback channel, autonomously collects all data related to agent environment issues, and provides resolution guidance to assist agents and supervisors in resolving simple issues fast. And for more complicated issues, ResolveAX autonomously shares relevant root-cause analysis data with IT to accelerate mean-time-to-repair.

Home Environment Health Checks

At the beginning of every shift, ResolveAX launches a quick agent environment health check to ensure they are ready to clearly communicate with customers. Any time during a shift, agents can launch on-demand health checks to make sure things are still running smoothly.

Visibility of Trending & Real-Time Call Quality Data

During all calls, ResolveAX is collecting, aggregating, and displaying call data for contact center agents. Supervisors and IT can view this data at any time via customizable dashboards that display individual and agent team call metrics. This helps identify in-the-moment or trending issues causing poor quality during customer calls.

Agent-Initiated & Autonomous Issue Alerts

When the quality of the call degrades during a live customer call, agents can provide feedback and ResolveAX will provide all the relevant call data about the problem so support teams have what they need to review, diagnose, and resolve issues swiftly. These alerts contain non-technical resolution guidance for agents to try first, diffusing simple issues quickly and helping to lower the number of tickets submitted to IT.

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

The award-winning Cyara Automated CX Assurance Platform enables companies to deliver better CX with less effort, cost, time, 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

RESOLVE AX
Agent Experience Assurance

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Endnotes
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4   McIntoshAssociates.com: The Relationships Between Handle Time, First Call Resolution and Customer Loyalty. 2022.