



## Cyara Pulse + Splunk



### Accelerate CX Issue Resolution

Ideally, your contact centers systems work flawlessly, enabling customer interactions exactly as you designed and building brand loyalty through outstanding customer experiences (CX).

In reality, though, errors can find their way into customer journeys, disrupting the delivery of the service your customers deserve. And just one bad experience has damaging, ripple effects. According to [recent data](#), 95% of surveyed respondents said they would share about bad CX, and 89% reported they would switch to a competitive provider following a poor customer experience.

That is why it is vital to continuously monitor CX performance, discovering and resolving issues or defects before they impact your customers.

Cyara Pulse is the ultimate contact center production systems detective. By systematically engaging with your systems – just as a customer would – Pulse discovers any anomalies that deviate from the CX you’ve designed. Then Pulse generates detailed reports with the key data you need to swiftly resolve those issues.

Cyara has partnered with Splunk to go one step further, adding the ability to combine Pulse test results with data from other sources by feeding real-time information about the state of your customer journeys directly to Splunk. This helps you identify the root cause of issues and resolve them faster than your customers can experience and share them with others.



Reduce mean time-to-repair on issues like voice quality, dropped calls and delays



Facilitate troubleshooting by sharing results from test cases and campaigns



Use outside-in test results to complement internal data within Splunk

#### THE CYARA PULSE + SPLUNK INTEGRATION:



Provides immediate test case details and results, automatically pushed from Cyara to Splunk



Automates generation of real-time graphs, reports, and dashboards



Offers configurable templates that allow integration users to customize and shape data



Enables single-click, seamless pivots from Splunk to the Pulse interface for the fastest path to the details needed for error resolution

## How This Integration Works:

Pulse periodically engages with your contact center systems, just as a customer would, to gather and report on CX successes and failures.

These Pulse-generated “customers” traverse your CX journeys assuring that systems are meeting defined thresholds, and all steps are properly completed.

Pulse feeds real-time data showing the state of your journeys to Splunk, and from there, your operations teams can review alongside information from other CX systems for fast and efficient root-cause analysis and issue resolution.

Integration users can correlate external events from Pulse alarms with internal errors tracked by contact center data systems, such as Amazon Connect and Genesys Cloud, available in Splunk.

Cyara’s Automated CX Assurance Platform is integration-friendly, designed with APIs that easily plug in to your existing technology ecosystem, supporting a DevOps approach to development.

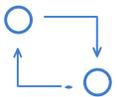
Learn about other [integrations](#) we built to help shorten the development lifecycle, provide continuous delivery of flawless CX, and enable you to work within the comfort of your current contact center environment with less effort, cost, and risk.

## Download the Free Cyara Pulse App from Splunkbase!

Learn how to enable this integration from [Cyara’s Developer Central](#)

Once you enable the Cyara-Splunk integration, get the [Pulse App for Splunk from Splunkbase](#) and start seeing Cyara contributed data right away!

Pre-configured dashboards help you glean valuable insights from Pulse data. And, trend monitoring results over short and long-term periods for visual, data-driven answers to important questions, like:



Which customer journeys are failing most frequently?



What are common issue categories impacting my CX?



Which monitored phone numbers are prone to issues?



How does Performance of one business unit compare to others?



## 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

# CYARA

Customer Smiles. **Delivered at Scale.**

Learn more at [www.cyara.com](http://www.cyara.com)



[LinkedIn.com/company/Cyara](https://www.linkedin.com/company/cyara)



[Twitter.com/GetCyara](https://twitter.com/GetCyara)



[Facebook.com/Cyara](https://www.facebook.com/Cyara)



[YouTube.com/Cyara](https://www.youtube.com/Cyara)