



Authoring Voice Test Cases with Cyara

4 Ways to Realize Benefits of Test Automation Faster

Benefits of Automated IVR Testing



Efficiency

Executing your IVR testing strategy with automation gives you the ability to run a great number of tests in a short amount of time by eliminating aspects of testing that require manual documentation and repetition.



Standardization

Automating the aspects of IVR testing that make sense – like step documentation, audio capture, and analytics reporting – means that all tests are conducted with a systematic, organized approach aligned with testing best practices. This increases the quality and accuracy of results.



Better Quality CX

The right automated testing solutions should capture every detail associated with test calls and provide your testing and development teams with the ability to quickly detect defects, track their management, and validate the fixes put in place. Automated testing-driven root-cause analysis is your fastest path to delivering flawless CX with less effort, cost, and risk.

It is widely accepted that customers no longer base their loyalty on price or product. Instead, they will choose to do business with companies that offer them a positive customer experience (CX). As the number one priority focus for most companies, getting CX right is vital to the success and survival of your business. To achieve and maintain flawless CX takes careful and continuous testing within development and production environments.

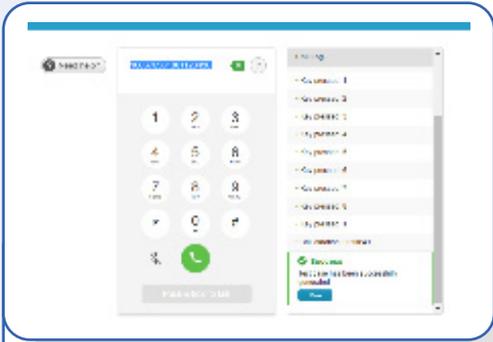
That is much easier said than done. Effective CX quality assurance testing takes meticulous, time-consuming, and repetitive manual work. It requires careful examination of customer journeys that you've designed to test from your callers' perspective and discover defects or areas with room for improvement.

To overcome this hurdle, companies are turning to agile, automated CX testing solutions, which increase the speed of CX improvement and defect detection, while lowering effort and repetitive processes. Achieving these benefits requires change. Introducing new processes to follow, new technology platforms to learn, and new tasks to complete in order to reap the benefits of automation can be challenging for contact center teams.

Step	Description	Expect to Hear	PSST	Detailed Result	Result	Audio
0	Time to Connect					
1	N80028192.168.82.21 [1] Welcome to premier financial services. Please enter your account number		2.5	Matched with confidence: 96.6%	Pass	N/A
2	D1200	And your pin	2.5	Matched with confidence: 96%	Pass	
3	D1200	Okay thanks. Welcome Patty Lulus. [1] Main menu would you like to check your account balance, pay bills, transfer funds, or review transactions.	2.5	Matched with confidence: 96.6%	Pass	
4	Spay bills	[1] Pay bills. What company would you like to pay? Atlantic, Best Buy, Costco or Verizon.	2.5	Matched with confidence: 96.2%	Pass	
5	Callstate	How much would you like to pay.	2.5	Matched with confidence: 96.8%	Pass	
6	35fteen dollars and twenty seven cents	What date would you like a payment to be made.	2.5	Matched with confidence: 96.2%	Pass	
7	Stomorrow	You want to pay Atlantic 35fteen dollars and twenty seven cents on Wednesday November twenty seventh	2.5	No match. Confid ence: 0% is less t	Fail	

Data-driven, automatically generated IVR test case

To help you benefit from automation quickly, Cyara is focused on ease of use, including simplifying test case authoring. We offer many fast, simple methods for authoring test cases and building libraries of test scripts that put you in the automation fast-lane.

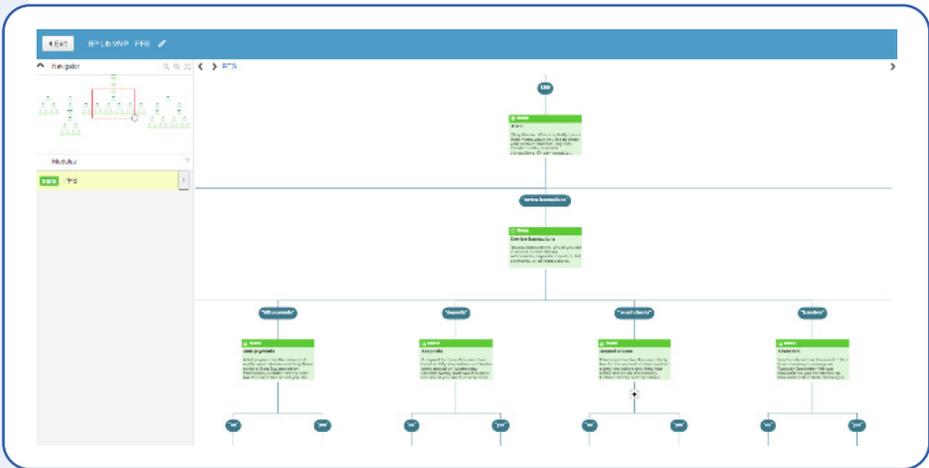


Testing with Call Explorer

Step	Description	Expect to Hear	Reply With	Min / Max Pause Time	Min / Max Major
0	Time to Connect			0:00	1:00:00
1	Menu 1	Thank you for calling veracity health care. If you are experiencing a medical emergency, please hang up and dial nine-one-one. If you are a member press or say one. If you are a provider, press seven, eight, nine, press or say three for a list of services press or say four all other press zero. (3) (Single)	Empty	0:00	0:07
2	DTMF Reply 2	Empty	1	0:00	0:00
3	Menu 3	Please enter your eight digit member identification number	Empty	0:00	0:07
4	DTMF Reply 4	Empty	1,2,3,4,5,6,7,8	0:00	0:00
5	Menu 5	You entered 1,2,3,4,5,6,7,8. If this is correct, press 1. If not, press 2.	Empty	0:00	0:07
6	DTMF Reply 6	Empty	1	0:00	0:00
7	Menu 7	I see you have an upcoming appointment on Thursday at 8:30 in the morning. Please hang up to give the nurse a call with you to speak with a patient assistance team on the line. (3) (Single)	Empty	0:00	0:07

Call Explorer is a web based phone UI that enables the act of manual testing voice journeys while automatically and intelligently listening, logging, and documenting every aspect of that test call directly into a test case, ready for future use in automate dtesting. CX Testers can dial a single manual test call and from that, Call Explorer automatically captures rich documentation of each IVR step taken during the testing session. Call Explorer help s you build a comprehensive, standardi zed, and reusable library of test scripts quickly , giving you a faster way to realizing the benefits of using automat ion within your CX testing.

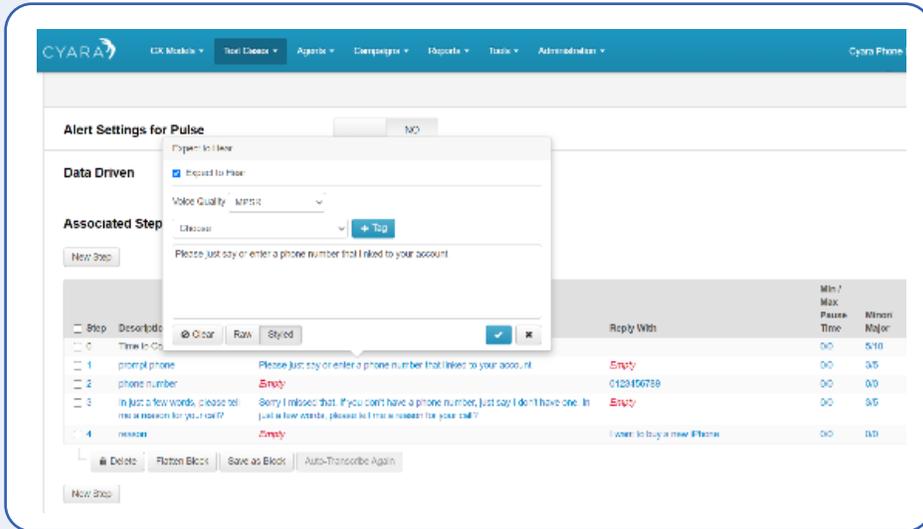
Utilizing CX Models



A Cyara CX Model is a single, visual IVR representation , complete with multiple menus and user inputs mapped to all pathways. C reating a test case for each possible customer journey take s time , which is why we created the ability for Cyara to “crawl” your IVR and map existing journeys directly into your Cyara Portal And in addition, you can use CX Models to easily create visualization s of brand new customer journeys from scratch This is Test driven Development (T D D) at work, giving you the ability to convert your CX requirements to test cases even before your IVR is fully developed.

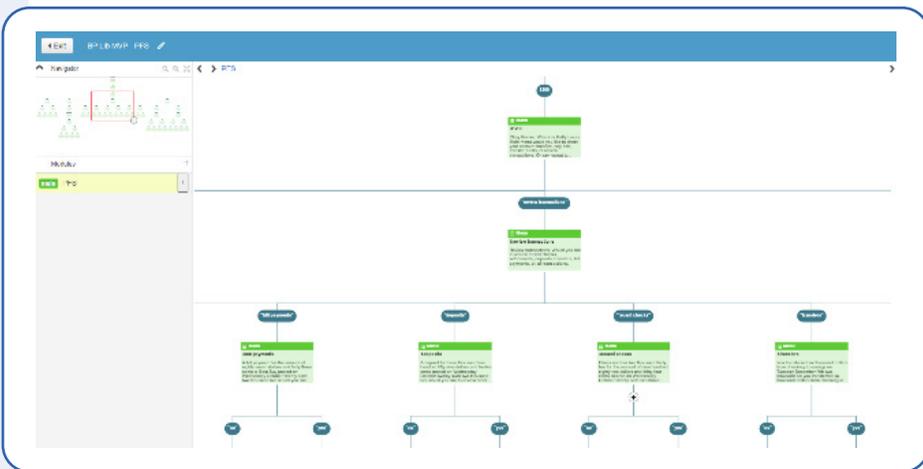


Direct Editing Via Cyara Portal



From the Cyara Portal, you can easily author test scripts for each of your customer journeys by following our intuitive test case template. Unlike other test authoring tools, Cyara offers a simple, understandable, and user-friendly editing interface. With no coding knowledge necessary, an intuitive framework for inputting elements of each customer journey being tested, and assistance from our innovative auto-transcription technology, it's easy to build! Now you can quickly create a library of scripts, which can be archived and run in future functional and regression testing, load testing, and CX monitoring projects.

Leveraging Cyara's REST API



At the heart of a Cyara test case is Cyara XML, the file format that contains all test case data, including settings, configurations, timings, Expect-to-Hears, and Replies. To easily build a test case, you can use Cyara's API to automatically import and export these settings at will. Following Cyara's documented XML format, you can programmatically create test cases within your own environment and easily import into Cyara, leveraging our REST API. Such rich functionality gives you the building blocks you need to make Cyara an integral part of your greater CI/CD strategy.



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