

When CX Assurance Can't Afford To Wait

With Cyara, No Deadline Is Impossible



As a longtime technology leader, this company has stacked up countless accolades for its products. However, as important and impressive as its technological accomplishments are, they place equal emphasis on being a customer service and experience leader. With thousands of products on the market — many of which are critical to everyday lives and business operations — the company is uncompromising in its commitment to providing excellent, highly technical customer service.

“We are running an obscene amount of tests. We would just not have been able to do that manually.”

— Program Manager

Much of its ability to do that relies on its automated call distribution (ACD) system. And when the pandemic delayed ACD cloud migration for 25 countries in the EMEA and APJ regions, it put the company under pressure to execute a massive project in a fraction of the time. What should have taken 12 months needed to happen in eight weeks.

With Cyara's help, this organization was able to execute 25,000 user authentication tests in that short timeframe and launch its new AMD on schedule. It can now handle its massive 2,000-test-per-cycle volume 24/7 without manual effort. By discovering and resolving problems more efficiently, the technology leader is set to deliver an even higher level of service in some of its major markets.

Company: Major Technology Leader

Industry: Technology

Location: Global (U.S. Headquarters in Austin, Texas)

Company Size: More than 130,000 employees

Challenges:

- Pandemic delayed ACD migration for all of EMEA and APJ regions
- Required user authentication testing for 25 countries and 22 languages in only eight weeks time instead of 12 months
- Shortage of language skills on staff to handle this volume and timeframe
- Risk of high CX impact if any defects made it into production

Solutions:

- Cyara Velocity

Key Outcomes:

- Launched ACD on time despite a 12-month pandemic delay
- Executed 65,000 tests across 25 countries and 22 languages in eight weeks
- Two people accomplished a testing job that previously would have required 30 full-time employees
- Increased pace of testing to handle over 2,000 hours of calls per cycle and detect/resolve problems more quickly and accurately

Customer Smiles. **Delivered at Scale.**

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