Cyara Enhanced Global Dialing

Ensure CX Across the Globe, with Automated Monitoring Combined with Proactive, In-Country Testing

For enterprises with worldwide reach, the task of testing and monitoring inbound and outbound phone lines to ensure they are answering customers' calls is massive. It requires constant vigilance and rigorous examination of factors that affect the quality of customer experience, like telecom network and carrier stability. Unfortunately, in-production testing can't be done adequately by dialing over international circuits. To assess the true quality of a toll-free number or IVR, calls need to be made locally. This requires teams in every country you support, and if you don't have the resources to meet that requirement, you can't monitor toll-free numbers, voice quality, and IVRs for international calls. Lack of system performance visibility in other countries puts you at risk for delivering a poor customer experience.

To manage global phone numbers, multiple carriers and providers, you need more than just automated monitoring. You need an extra layer of assurance, providing proactive tracking and management that increases visibility on telecom infrastructure and carrier performance, helps detect and identify issues, and provides the right information to reduce troubleshooting time and resolve problems before CX is negatively affected.

The Enhanced Global Dialing add-on for Cyara Pulse is the world's most comprehensive solution for measuring what matters, enabling you to understand your customer experience across the globe with always-on, automated call testing.

CYARA'S ENHANCED GLOBAL DIALING

Proactive, In-Country Testing
Offering you the most worldwide coverage available to truly replicate your customers' experiences, Enhanced Global Dialing has physical presence in 80+ countries with coverage of 250+ global fixed-Line & mobile carriers

Real Time Alerts
Enhanced Global Dialing allows you to get to work on fixing any detected issues before they become larger, more complex & customer impacting problems

Zero Installation Effort
As a cloud-based solution, Cyara's Enhanced Global Dialing add-on to Pulse lets you get started right away. Beyond providing the numbers you need tested, there's no work required to set up a connection test

Intelligent Issue Verification
Failures are tested before you receive alerts to ensure there are no false alarms, and to facilitate work on only real, high-priority issues

With servers located in more than 80 countries around the world, Cyara's Enhanced Global Dialing combined with Pulse monitoring gives you access to the world's most comprehensive solution for worldwide proactive contact center call path testing and monitoring, with real-time issue detection for faster troubleshooting and resolution.

With the global visibility of your system performance that Cyara's Enhanced Global Dialing adds to Pulse monitoring capabilities, you can originate calls from your chosen countries in real time, allowing you to proactively, accurately monitor call quality and stay ahead of any issues that may arise before they can negatively impact your customers around the world.

With an unparalleled global network of local servers, Cyara exactly replicates customer call flows, testing call connection rates, audio quality, voice latency, call identification, dial tone transmission, and other important aspects of call performance. This gives you unmatched visibility and data to accelerate issue detection, troubleshooting, and resolution, whether the problem originates inside or outside your contact center environment.

When issues are detected, you receive automatically generated alerts, with detailed reports and analytics that drive faster root-cause analysis and troubleshooting, so telecoms infrastructure teams or carriers responsible can quickly resolve the issue. Bottom line? Your customers, worldwide, enjoy better quality experiences.

With Enhanced Global Dialing, you can:

- Automatically, proactively test and monitor global contact numbers
- Accurately reveal CX quality from your customers' perspectives, worldwide
- Reduce time spent troubleshooting
- Accelerate mean-time-to-repair

Realized Results

76%
Call Failures Reduced
in < 12 Months

67%
Performance Increase
In 3 Months or Less

Cyara Automated CX Assurance Platform

CRUNCHER
Performance Testing

VOICE ASSURE
Global Telecom Assurance

VELOCITY
Functional & Regression Testing

PULSE
Customer Experience Monitoring

BOTIUM AI
Conversational AI Assurance

RESOLVE AX
Agent Experience Assurance

CENTRA CX
Voice of the Customer

Cyara's award-winning, AI-based Automated CX Transformation Platform empowers enterprises to deliver flawless interactions with less effort, cost, and risk. Cyara supports the entire CX software development lifecycle, from design to functional and regression testing, load testing, and production monitoring, across voice, video, chatbot, and digital experiences.

CYARA
Customer Smiles. **Delivered at Scale.**
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