**Cyara Voice Assure**
# Intelligent Insights

## Streamline reporting and access real-time data that accelerates resolution

Intelligent Insights is a reporting feature that enables you to enhance your understanding of your telecoms infrastructure's performance and your Voice Assure test results. It offers user-friendly reports that can be quickly and easily shared across all levels of your business.

**Save time and money:**
Intelligent Insights reduces the time it takes to identify and review the information you need, leading to significant time, resource, and budget savings.

**Compare performance:**
Intelligent Insights allows you to compare your company's number performance to anonymized data from other organizations. This gives you a better understanding of how your numbers are performing compared to your other market players.

**Improve visibility:**
Intelligent Insights provides greater visibility and allows for quicker identification of any issues related to your connection, audio quality and post dial delay (PDD).

**Make informed carrier decisions:**
Intelligent Insights provides you with detailed carrier performance overviews. This gives you a clear, unbiased and trustworthy understanding of their performance, allowing you to make better, more informed partner decisions.

**Optimize your customer experience:**
Intelligent Insights allows you to quickly identify problems, accelerating resolution. This helps to continuously improve the quality and reliability of your telecoms infrastructure and your overall customer experience.

**Enjoy connection confidence:**
Intelligent Insights provides Cyara approval on a per-country basis for outstanding performance. This is calculated through thorough evaluation of your connection, call quality, and PDD. This helps ensure that each metric is well ahead of the benchmark within that country.

With Intelligent Insights, you have the power to analyze important calling metrics and detect patterns, enabling you to obtain a holistic view of your telecom operations' overall effectiveness.

The deep insights provided by this feature simplifies the process of assuring telecom infrastructure performance and empowers you to drive effective change.

**Through Cyara's benchmarks, you gain a full perspective on your telecom performance and can compare to others testing in the same countries, allowing you to proactively identify areas for improvement. Benchmarks also allow you to validate and compare the quality of your carriers' service.**

Intelligent Insights consists of five easy-to-understand, comprehensive reports. These can be mixed and matched depending on your requirements, needs and audience:

## 1 Top-level reporting

Intelligent Insights' executive-level report provides a performance overview and highlights areas requiring improvement within your telecommunications landscape. This report showcases the number of countries meeting benchmarks for connectivity, quality, and PDD.

Additionally, you can see performance trends over the past six months for countries that did not meet expected benchmarks, enabling more targeted enhancements. By analyzing this data, you will gain a clearer understanding of any sudden drops in performance or ongoing issues that need attention.

## 2 All-countries breakdown

With Intelligent Insights' all-countries breakdown, you'll see a high-level view of benchmarks across all countries, including breakdowns of connection, audio quality and PDD for your best and worst performing countries.

Performance within each country is also ranked against other companies testing within the same country to indicate where your number performance ranks against others.

## 3 Individual country breakdown

This Intelligent Insights report provides more granular data on performance of numbers and carriers within an individual country.

It allows you to swiftly uncover the reasons why your telecom performance is not achieving the expected in-country benchmark.

From this report, you'll be able to detect any issues, along with the number of failures and the resultant failure rate. Your in-country carriers are ranked by performance, and averages are provided for connection rates, audio quality scores and PDD.

## 4 All-numbers breakdown

Intelligent Insights also features a report focused on showing you the worst performing numbers within each country, including the number of tests run and the failure rate for each number. With this information, you can prioritize work and resources according to issue criticality, and manage resolution efforts of specific carriers or numbers more efficiently.

The report will compare your achieved results with expected benchmarks for connectivity, audio quality, and PDD.

## 5 Individual number breakdown

For more specific performance data, Intelligent Insights offers the individual number breakdown report that shows you daily performance analysis of individual numbers throughout the past month, enabling you to track moments of performance growth or decline. Now, you can identify the exact moment that performance of an individual number fluctuated, reducing issue identification and troubleshooting time, and accelerating resolution.

Intelligent Insights allows you to monitor trends and patterns in your in-country numbers, and prioritize resources needed for improvement and repair.

This enables you to improve customer satisfaction, reduce costs, gain competitive advantage and optimize your carrier partnerships.

CYARA

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