Cyara Toll-Free Fast Check

Automatically Test and Assure Every Toll-Free Number, with Zero Manual Effort

Toll-free numbers (TFNs) serve as an important point of contact between businesses and consumers, enabling callers to connect with businesses from any phone line, at any time, without incurring costs. Additionally, TFNs enable organizations to effectively address the needs of specific customer groups, regions, campaigns and business purposes with IVR messages tailored to individual TFNs.

However, inactive or malfunctioning TFNs can create a significant liability. Unanswered customer calls can lead to loss of revenue, regulatory fees and penalties, and damage to customer satisfaction metrics such as NPS and CSAT. If you're managing hundreds or thousands of toll-free numbers assigned to different initiatives, these risks can have far-reaching consequences across your entire organization.

Until now, the only way to assure TFNs was through manual testing, an inefficient, resource-intensive process inherently prone to human error.

Meet Cyara Toll-Free Fast Check, the *only* fast, accurate, automated way to test toll-free numbers.

Brought to you by the leader in automated CX assurance, Cyara Toll-Free Fast Check is a white-glove service that automatically tests your entire inventory of TFNs and provides transcripts of your first-tier IVR messages, so you can be sure your business is connecting every caller with the right message, every time.

TOLL-FREE FAST CHECK KEY BENEFITS

Quickly Validate All TFNs
Automated testing ensures all TFNs and IVR prompts are answering and routing calls correctly, in a fraction of the time it takes to manually test TFNs.

Eliminate Manual TFN Testing
White-glove service, conducted entirely by Cyara experts, requires no setup, subscription or training.

Improve Visibility & Confidence
Detailed reporting reveals the status and cause of unsuccessful calls (busy, unanswered or obsolete), giving you a complete, up-to-date TFN inventory.

Protect CX & Revenue
Ensure every caller is able to get through to your organization, preventing loss of revenue from unanswered calls as well as customer frustration.
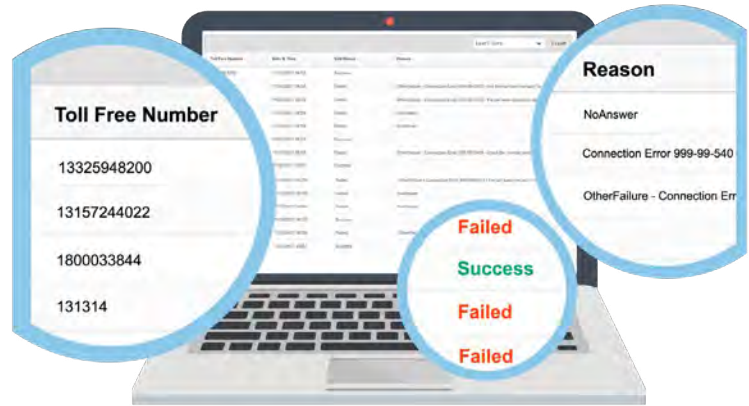
Reduce TFN Costs
Stop paying for defective or inactive numbers, reallocate manual testing resources, and avoid regulatory penalties associated with inaccurate contact information.

Get fast, at-a-glance visibility into which toll-free number calls are failing—and why.

Toll-Free Fast Check reduces the cost, time and risk associated with manual toll-free number testing, so you can focus on delivering flawless customer experiences. **Here's how it works:**

1 Simply send us a CSV file containing your list of toll-free numbers to test.

2 In as little as 48 hours,* Toll-Free Fast Check quickly and accurately tests and transcribes the first prompt of every TFN.

3 You'll receive a detailed report on the status or cause of failure for any unsuccessful calls, giving you valuable insight into where failures are occurring.

Toll-Free Fast Check Includes:

White-Glove, Automated Testing Service
Concierge-style automated TFN testing is conducted entirely by Cyara experts, requiring minimal effort on your part and NO setup, subscription or training.

Detailed Reporting on Failures & Causes
Your complete TFN validation report identifies the status of each number and the cause of failure (busy, unanswered or obsolete) for unsuccessful calls.

First-Level IVR Transcription
Recorded message transcription enables you to easily see whether the correct IVR messages and prompts are playing when each number is dialed.
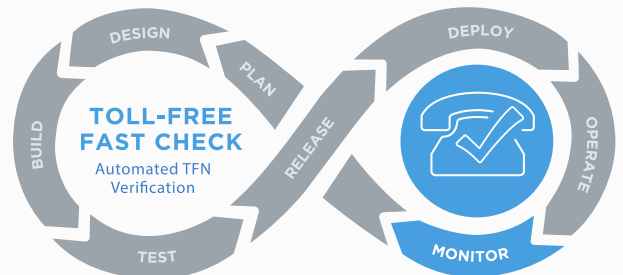
Support for Any Volume of TFNs
Cyara's industry-leading Automated CX Assurance Platform validates your entire TFN inventory, whether you manage hundreds or thousands of numbers.

*Determined by volume

About Cyara

Cyara's award-winning 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.

TOLL-FREE FAST CHECK
Automated TFN Verification

DESIGN · PLAN · DEPLOY · OPERATE · RELEASE · MONITOR · TEST · BUILD

CYARA

Customer Smiles. **Delivered at Scale.**
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