Cyara Velocity

Achieve Speed & Quality with Automated Functional & Regression Testing

Customer Experience (CX) is the battlefield where you win or lose business to competition. Striving for innovative, integrated, and infallible CX is no longer enough. You must achieve it, and fast.

Traditional software development practices take too long, lead to mistakes, and won't adapt to new requirements without cracking under pressure. To move ahead of your competition at the speed of customer demand, you need to provide a flawless CX.
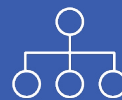
Meet Cyara Velocity, your key to accelerating innovation & improving CX quality.

Velocity lets you build your ideal customer journeys, then develop test scripts directly from those designs, ensuring that every journey performs exactly as intended. Velocity's visual interface makes it easy to understand the design, identify potential issues, and then collaborate across your organization to put the finishing touches on your perfect CX.

With Velocity, you maximize your productivity using full automation of CX discovery and test case creation, execution, and maintenance.

Velocity uses Robotic Process Automation (RPA) bots to automatically generate simulated customer interactions that mimic real-world customer contact.

VELOCITY FEATURES

CX Discovery
Automatically discover your IVR and create a hierarchical map. Build a baseline for cloud migrations and other major projects.

CX Model Editor
Create and edit CX models in a common, intuitive visual language to ensure that your design meets requirements.

Automated Test Case Creation & Execution
Connect CX testing and design phases with automatically generated test cases that you can run and validate against your CX design specifications.

Built-In Integrations
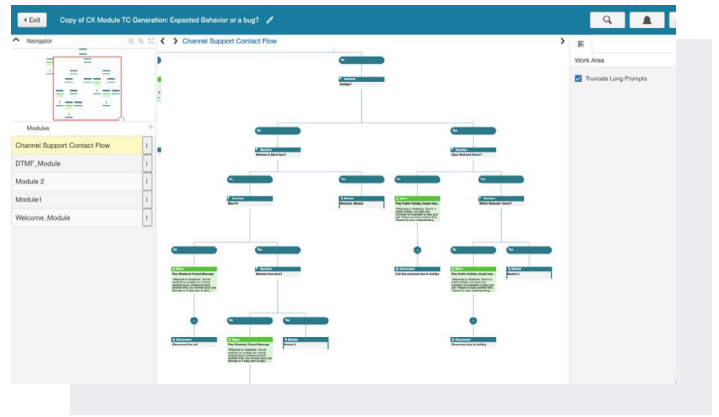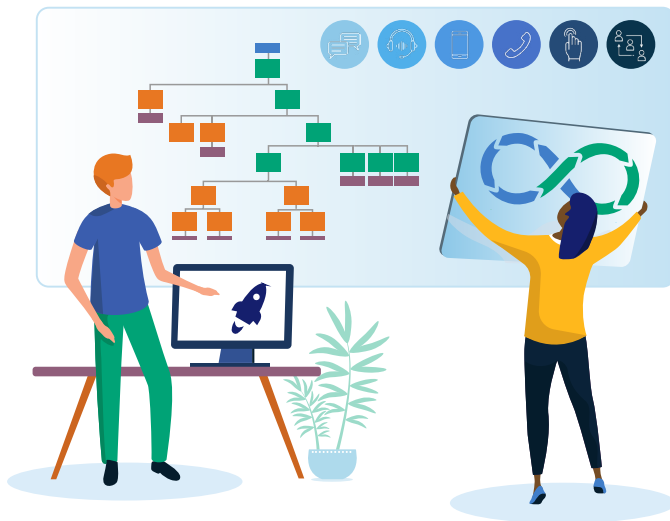Integrate with Microfocus ALM f or test management, and with Jira for defect tracking.

Omnichannel Journey Testing
Assure cohesion across customer journeys with the ability to test self-service journeys, agent-assisted interactions, and communication pathways, including chatbot, email, SMS, voice, web, and web chat.

Velocity Brings Agile & DevOps to Your CX Development.

With Velocity, you can shift testing left, leverage automation, and utilize Velocity's off-the-shelf integrations with Microfocus ALM for test management, and Jira for defect tracking to ensure that testing works seamlessly with all other development processes.

Eliminate manual testing, and now meet aggressive deadlines while supporting continuous integration (CI) and continuous deployment (CD) with Velocity.

Automated Functional & Regression Testing

Accelerate CX Innovation with Quality
Link CX design to testing, ensuring customer journeys perform exactly as intended.

Facilitate Collaboration
Capture CX design in a common hub with a shared visual language for expressing customer journeys, ensuring accurate and consistent design.

Maximize Productivity
Automate test case creation based on CX models, and automatically update test cases whenever the model changes.

Enable Agile & DevOps
Move faster through CX development and updates with the ability to automatically test along the way, ensuring quality without requiring manual work.

Velocity is Part of the Award-Winning Cyara Automated CX Assurance Platform

The award-winning Cyara 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.

VELOCITY
Functional &
Regression Testing

BOTIUM
Chatbot Testing &
Assurance

CRUNCHER
Performance
Testing

PULSE
Customer Experience
Monitoring

LIVEVQ
Voice Quality
Assurance

CYARA

Customer Smiles. **Delivered at Scale.**

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