

Cyara Cruncher

Test your CX to deliver quality performance at scale

Your customers expect both perfection and innovation at every touchpoint as they interact with your business, even as you face backend challenges, like peak volumes, new product launches, and power outages.

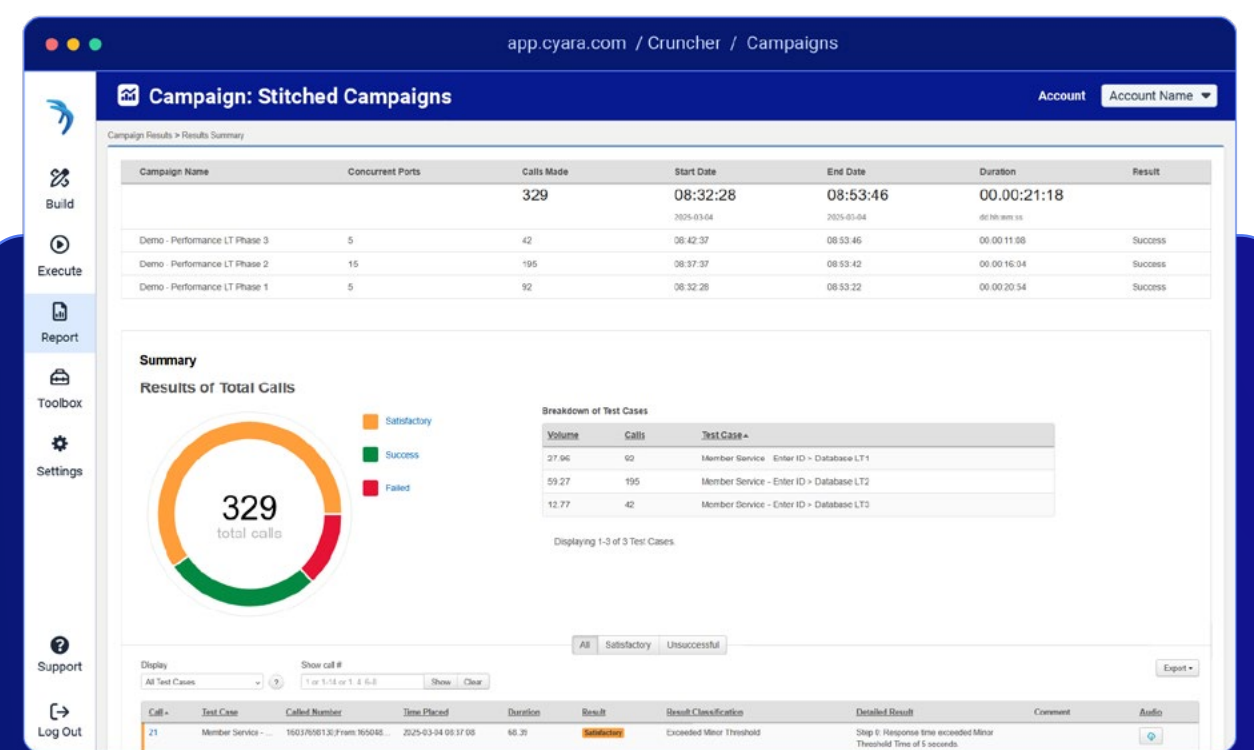
To have confidence that customer experience (CX) will live up to the real world – performing flawlessly in times of heavy, unexpected traffic – you must stress-test customer journeys before they go live to assure performance at any scale.

Meet Cyara Cruncher, your solution for load-testing systems to assure flawless CX.

Cruncher automatically tests your CX, ensuring quality performance under pressure, at any scale. With Cruncher, you can load test all your CX channels as frequently as needed, and each test gives you vital information about where actual or potential issues exist. Now, your teams can proactively resolve issues so your customers don't have to experience them.

With Cruncher, your team's productivity increases by leveraging the power of automation. Cruncher uses Robotic Processing Automation (RPA) bots to automatically generate hundreds or even thousands of simulated customer interactions that mimic real-world customer contact. You can set these simulations to test different types of load, including traffic spikes, sustained traffic volume over extended periods, and controlled traffic volume.

Cruncher brings assurance to projects like cloud migrations, new product launches, and peak-season preparation, allowing you to test performance at every step of your customers' journeys.



Cruncher features



Real-world customer interaction volume: Run tests under sustained traffic loads, sharp peaks, and controlled volume, ensuring your CX continues to perform flawlessly.



Automated test execution: Automatically generate tens of thousands of simultaneous interactions.



Digital & voice channels: Test all communication pathways in omnichannel journeys, including chatbot, email, IVR, SMS, web, web chat, and voice.



Application data integration: Import data from API-compatible applications to augment test insights and drive efficient issue resolution.



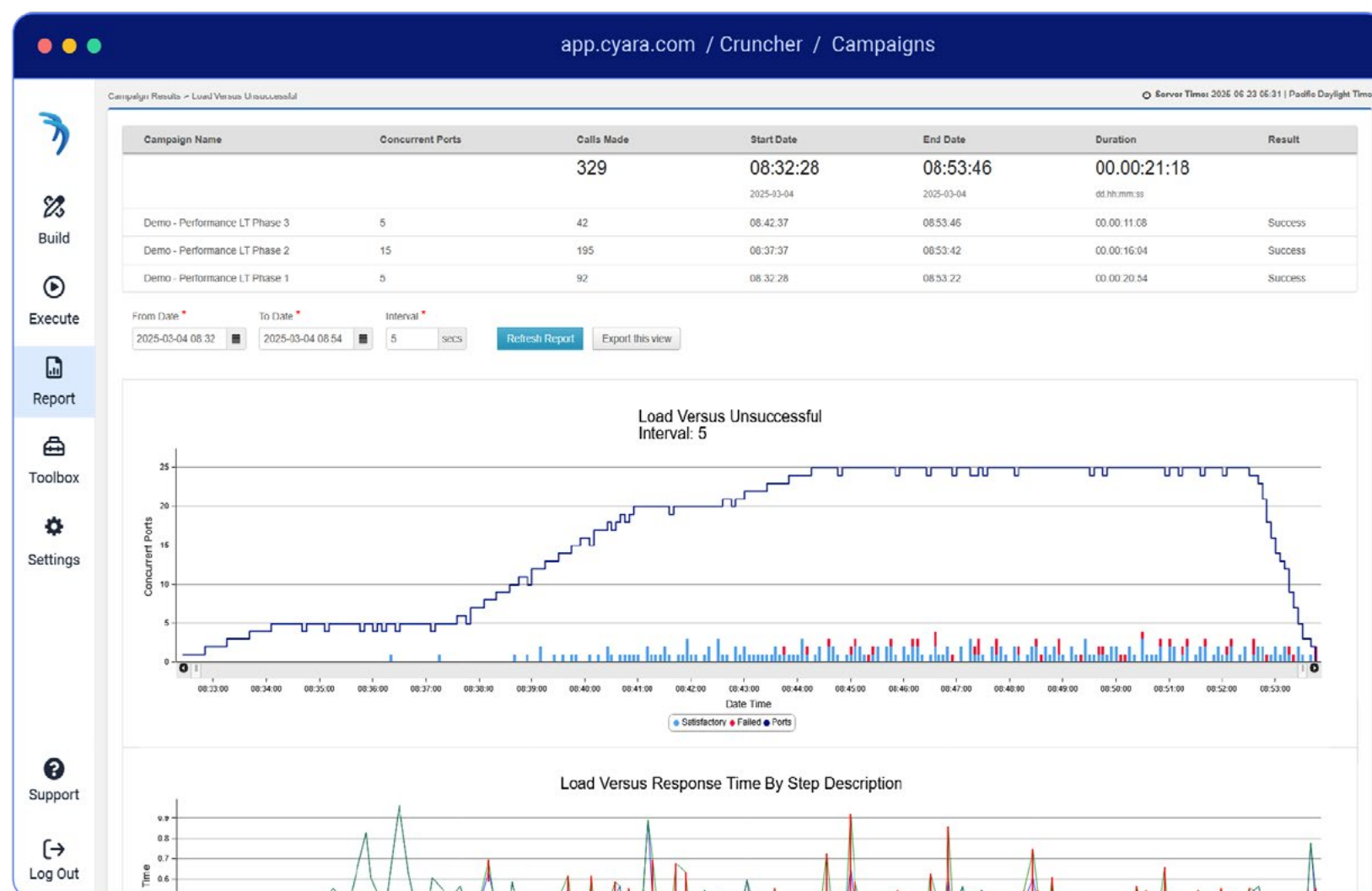
Proactive issue resolution: Identify defects in your environment before your customers find them.



Drill-down reporting: Results are delivered in detailed reports that allow you to identify the cause of issues immediately.

Cruncher makes sure your system performs under pressure

With Cruncher, you can be confident that your entire CX infrastructure can withstand the highest levels of customer interactions. You can even test performance against disaster recovery procedures. No matter the situation, Cruncher has your CX covered.



PERFORMANCE TESTING

Massive scalability: Ensure your system will scale for both normal and unexpectedly high call volumes.

Full automation: Automatically generate thousands of customer interactions to simulate real world contact across your CX.

Voice & digital coverage: Leverage rich voice validation capabilities and sophisticated testing for chatbots, email, IVRs, SMS, web, and web chat.

Testing quality: Consistently test across your CX, ensuring accurate reporting, data-driven error resolution, and higher quality experiences delivered to your customers.