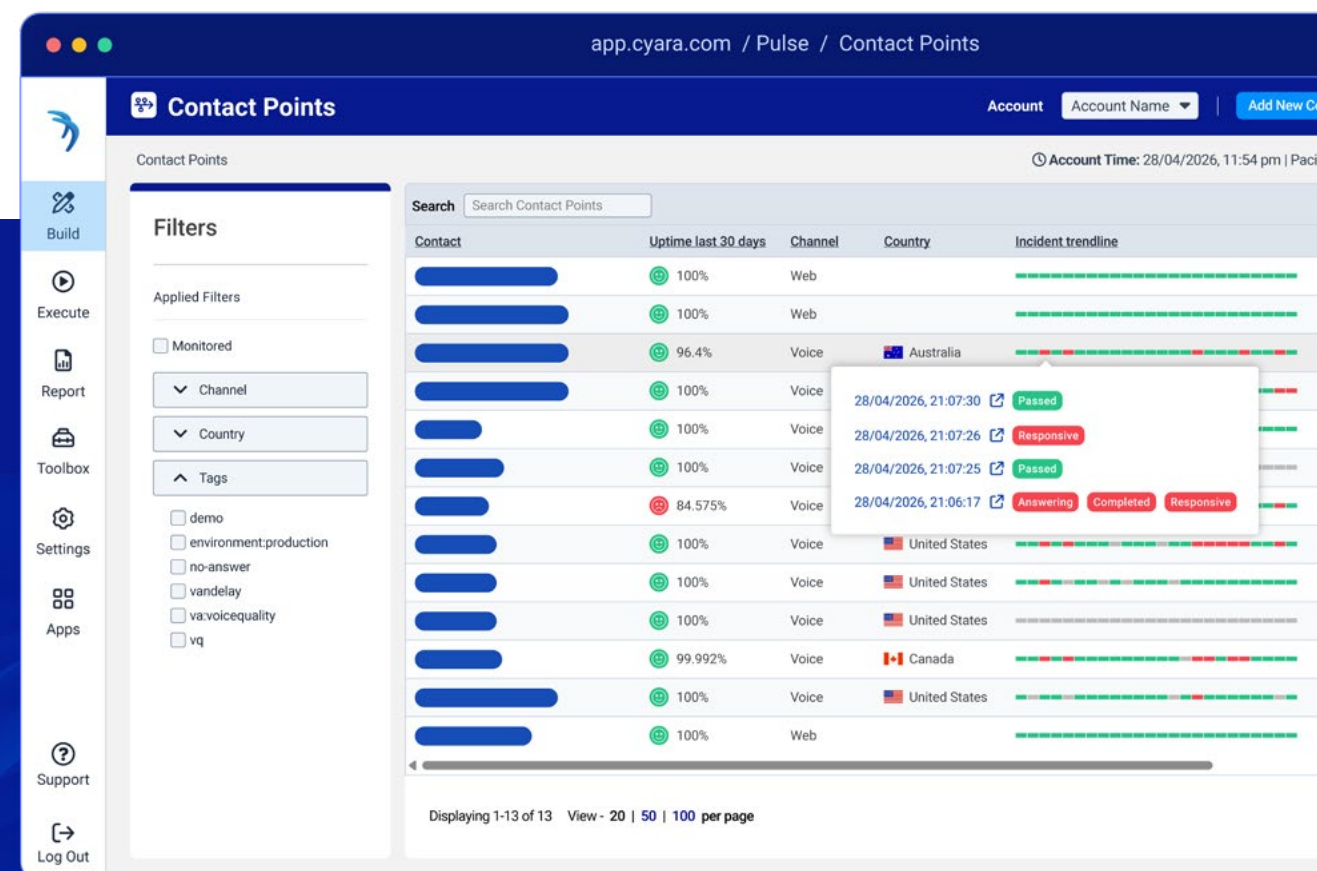


Cyara Pulse 360

Deliver seamless, frustration-free customer experiences while reducing operational risk

Every second counts when it comes to delivering exceptional customer interactions. However, as contact center technology continues to evolve, it's becoming increasingly difficult to eliminate issues before they affect customers. Without the right CX monitoring solution, your business is vulnerable to a wide range of financial, reputational, and compliance risks. Despite a conversational AI-based system's potential to cut contact center costs, improve customer satisfaction, and transform your CX strategy, few businesses have been able to reap the benefits.



Meet Cyara Pulse 360, the only AI-driven CX monitoring solution with real-time visibility across voice and digital channels, testing real customer experiences across 145+ points of presence and 420+ carriers.

No other solution compares to Pulse 360's advanced capabilities, empowering you to deliver seamless, frustration-free experiences and mitigate operational risk.

With Pulse 360, you can:

- ✓ Detect and address CX issues faster
- ✓ Accelerate troubleshooting and issue resolution
- ✓ Gain real-time visibility across all voice and digital channels
- ✓ Get global coverage featuring true in-country dialing across 145+ countries and 420+ global carriers
- ✓ Optimize your CX strategies

PULSE 360 FEATURES

Comprehensive CX monitoring: Leverage 360-degree monitoring across all voice and digital CX channels to detect issues, prevent disruptions, and reduce downtime.

Proactive incident management: Eliminate CX issues before your customers are affected, and reduce mean-time-to-repair with automated, actionable insights.

Easy set-up, flexible scheduling: Start monitoring your CX performance faster with one-click set-ups, flexible scheduling, and consolidated, real-time insights.

Advanced analytics: Deliver error-free, quality customer interactions by optimizing your CX with AI-driven analytics through Intelligent Insights.

Seamless integration & scalability: Pulse 360 integrates with modern CX platforms to ensure smooth deployment and enterprise-grade scalability for global monitoring.

Recapture up to

90%of abandoned calls &
deliver frustration-free
customer experiences

Discover unmatched, comprehensive visibility

Issues can arise at any point during the CX development lifecycle, and it's up to you to catch and eliminate defects before your customers feel the impact.

While other monitoring solutions simply alert you that an issue has occurred, Pulse 360 empowers you to take quick, corrective action by highlighting how to improve your customer journeys:

- Assure performance across all channels, including telephony, IVR, voice, SMS, chat, email, web, and more.
- Prevent customer churn with guaranteed, high-quality interactions.
- Reduce downtime and improve reliability to deliver CX your customers can trust.

UNMATCHED OMNICHANNEL VISIBILITY

Voice

- Inbound calls – Customer support, inquiries, transactions
- Outbound calls – Follow-ups, sales, surveys
- IVR – Automated voice menus for call routing
- VoIP – WebRTC-based voice solutions

Messaging & Chat

- Live chat – Website & mobile app real-time chat
- Chatbots & virtual assistants – AI-driven automated conversations
- SMS – Alerts, authentication, and support

Email & Asynchronous Communication

- Customer service email – Helpdesk support (e.g., support@company.com)
- Automated email responses – AI-generated responses based on intent

Emerging AI & Automation Channels

- AI voicebots & conversational AI – Intelligent voice assistants
- Generative AI & LLM chatbots – AI-powered assistants (Gemini, Llama, OpenAI, DeepSeek)
- Proactive AI outreach – Predictive AI-driven personalization & next-best actions