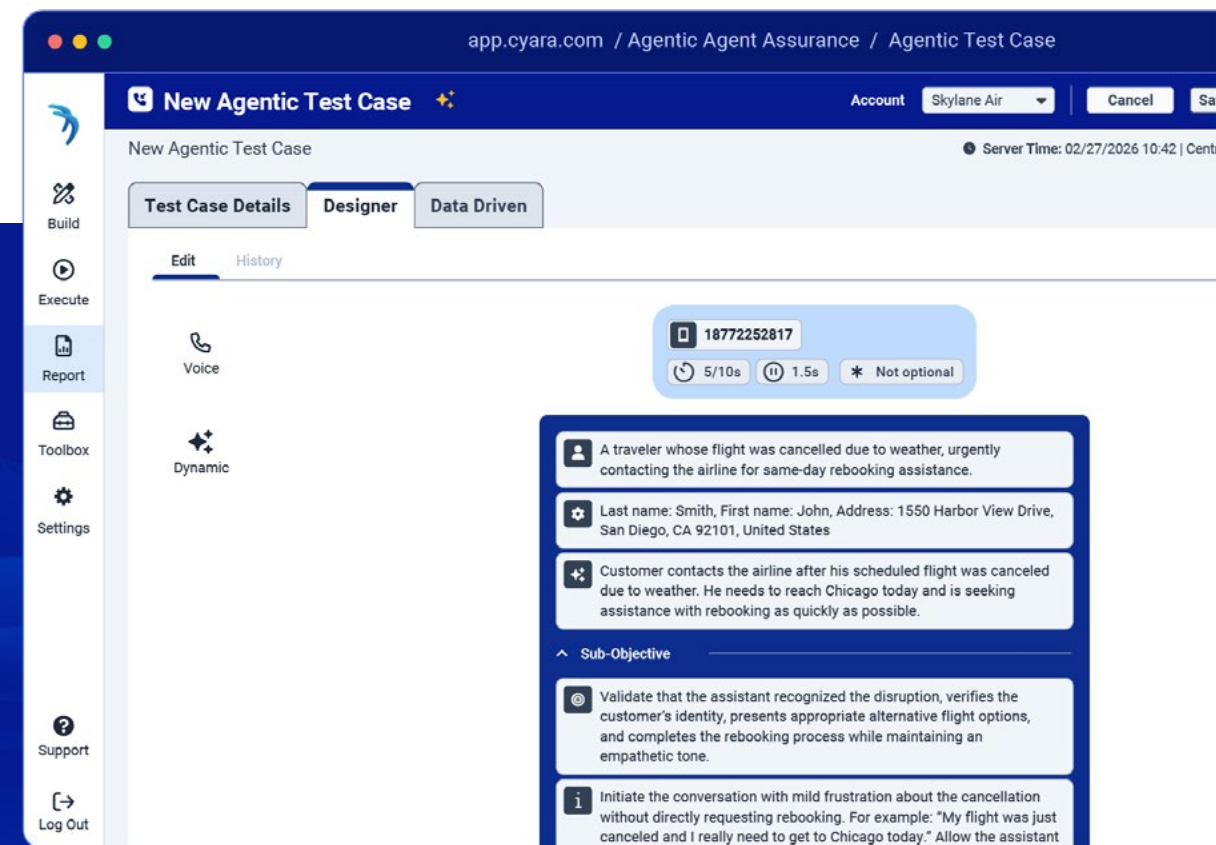




Cyara Velocity

Accelerate development cycles up to **70%** with automated functional & regression testing

Customer experience (CX) is the battlefield where you win or lose business to competitors. Your customers expect integrated, infallible CX, but delivering it in omnichannel environments isn't easy – especially for contact centers that rely on manual testing. In these cases, businesses often fail to detect critical issues, leading to expensive delays and lower customer satisfaction rates.



Meet Cyara Velocity, your key to mitigating risk, increasing operational efficiency, and growing customer satisfaction.

Cyara Velocity is an AI-driven automated IVR testing tool that helps you deliver excellent customer experiences across all communication channels. Our industry-leading no-code, visual interface makes it easy to build your ideal customer journeys, then develop test scripts directly from those designs, ensuring that every journey performs exactly as intended. Velocity is the only solution that accelerates system development cycles 70% faster, while catching IVR issues early and increasing containment rates.

Automated functional & regression testing

Assure quality end-to-end

Deliver quality across all channels, including IVRs, conversational AI, SMS, and web.

Enhance collaboration

Bridge the gap between development and QA, enabling faster issue resolution and smoother CX alignment.

Future-proof CX systems

Reduce regression issues, ensuring new updates and features integrate seamlessly.

Maximize productivity and lower costs

Automate repetitive and labor-intensive testing tasks to lower costs, increase productivity, and reallocate resources to high-impact improvements..

Adapt for competitive advantage

Quickly adapt CX journeys to meet new customer expectations and respond to competitor innovations.

Velocity features



CX discovery

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



CX model editor

Create and edit CX models in a common, intuitive visual language.



Test case designer

Create reliable test cases with our no-code visual builder.



Automated test case creation & execution

Automate test case creation from customer journey maps, eliminating the need for time-intensive manual testing.



End-to-end, continuous synthetic testing

Simulate customer journeys, replicating real interactions to validate CX performance. Continuously re-test to catch disruptions caused by updates.



Built-in integrations

Integrate with Microfocus ALM for test management and with Jira for defect tracking.



Ominchannel journey testing

Assure cohesion across customer journeys (self-service and agent-assisted) and communication pathways (conversational AI, email, SMS, voice, web, and web chat).

