

Cyara Voice Assure

Keep global contact numbers operational with proactive and automated testing

For enterprises with a global reach, the task of testing and monitoring inbound and outbound phone lines to ensure they are answering customers' calls is massive. It requires constant vigilance and rigorous examination of the factors that affect the quality of a customer experience, like telecom networks and carrier stability. Beyond the resources and manual labor this takes, the task is often unachievable because organizations are unable to dial a local contact number from the country in question to understand if their call connections are solid and the quality is clear.

Call failures reduced by

76%

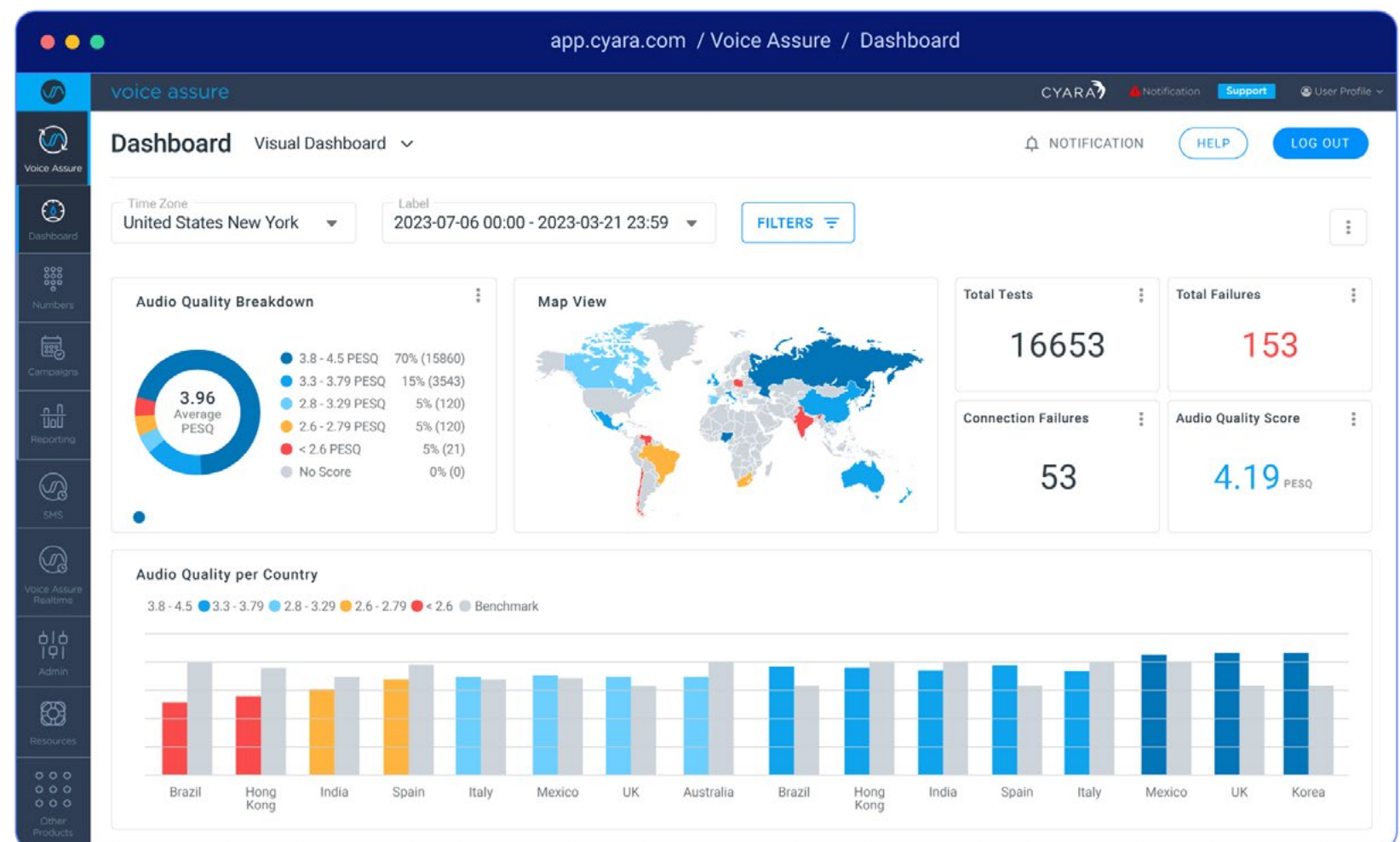
in < 12 months

67%

performance increase in 3 months or less

The result? Often, these organizations only know there's an issue because a customer complains. This means problems often go undetected for long periods.

To manage global phone numbers, and multiple carriers and providers, organizations need proactive monitoring which increases the visibility of their telecom infrastructure and carrier performance, helps detect and identify issues, and provides the right information to reduce troubleshooting time and resolve problems before CX is negatively affected.



Meet Cyara Voice Assure, the world's most expansive solution for testing and measuring what matters, enabling you to understand your customers' experiences across the globe with always-on, automated call testing.

Voice Assure provides proactive contact center call path testing and monitoring, with real-time issue identification for faster troubleshooting and resolution. With physical infrastructure in 145+ countries, Voice Assure will originate calls from your chosen countries in real time, allowing you to proactively and accurately monitor your call quality and stay ahead of any issues that may arise before they can negatively impact your customers.



Proactive, in-country & interstate testing

Voice Assure offers the most extensive global coverage to truly replicate your customers' experiences, with physical infrastructure in 145+ countries and coverage for 420+ carriers.



Real-time alerts

Voice Assure allows you to get to work fixing any detected issues before they become larger, more complex, and customer-impacting problems.



Zero installation effort

As a cloud-based solution, Voice Assure lets you get started right away. Beyond providing the numbers you need tested, there's no work required to set up a connection test.



AI & human intelligence verification

Our 24/7 support teams personally test all failures to verify results before you receive an alert, thus ensuring there are no false alarms, and to facilitate work on only real, high-priority issues. To complement our human verification, our AI testing functionality is a powerful tool that brings an exceptional level of accuracy to each test result, with a particular emphasis on failed tests.

With an unparalleled global network of local servers, Voice Assure can precisely replicate your customers' call paths, testing call connection rates, audio quality, voice latency, call line identity (CLI), dial tone transmission, and other important aspects of call performance. This gives individuals unmatched visibility and data to accelerate issue detection, troubleshooting, and resolution, whether the problem originates inside or outside your contact center environment.

When issues are detected, Voice Assure automatically reports the error. Each issue is human-verified first, then passed along to your QA teams, accompanied with detailed reports and analytics that drive faster root-cause analysis and troubleshooting, so your telecoms infrastructure teams or the carriers responsible can quickly resolve the issue. The bottom line? Your customers worldwide will enjoy better quality experiences.

Voice Assure testing highlights a multitude of different problems that may be impacting your customers.

We can perform almost 50 different tests on your numbers to measure and check functionality, such as:

- PDD: The time between the start of the call and the ringtone
- DTMF: Touch tone
- IVR: Call routing
- CLI/ANI: Caller ID

With Voice Assure, you have the power to:

- Automatically and proactively test and monitor your global contact numbers.
- Accurately reveal the CX quality from your customers' perspectives, worldwide.
- Reduce time spent troubleshooting.
- Accelerate mean-time-to-repair.

