User Experience Monitoring Service

Ensure Your Customer's Self-Service Experience

Is your system operating at peak performance?

Consumers expect self-service features to work consistently and effectively. In order to meet these demands with a superior user experience, your technology environment requires constant evaluation and monitoring to ensure peak performance.

The eLoyalty User Experience Monitoring Service captures and evaluates the end user experience through automated testing of menus and voice applications (IVR). It also provides a regular "health check" to ensure the environment is operating optimally, especially during high call volume cycles.

Business Advantages:

- Reduces human error

- Replaces emotion with clarity

- Dramatically speeds up testing

- Frees human testers for more high value tasks

- Works with reusable testing blocks, accommodating more cycles

Three Monitoring Options to Meet Your Needs

Call Connect: Ensures your toll-free customer service numbers are working correctly

Greeting Check: Verifies connection with the initial IVR application greeting to ensure proper functionality

Menu Check: Determines the performance of the complete IVR application (DTMF and speech options available)

What It Does

- Captures your customer's self-service experience through automated testing of your system

- Triggers action from the support team in the event of a failure

- Provides a regular "health check" to ensure daily readiness, especially during high volume cycles

Speed development, lower costs, reduce the risk of defects (and the resulting customer frustration) with automated application testing

Option	Description
Call Connect	• Dials specific toll-free numbers provided by the company and verifies successful call connection (additional charges apply for toll numbers) • Standard testing interval 60 minutes • Maximum call duration 15 seconds • Dials a specific number to confirm application is up and running through verification of the opening prompt
Greeting Check	• Customer provides toll-free numbers (additional charges apply for toll numbers) • Standard testing interval 60–90 minutes • Includes one hour of script maintenance per quarter for changes to dialed number and/or prompt (consulting or extended support services are available to support more frequent application changes) • Maximum call duration one minute

Menu Check	• Customer provides toll-free numbers and IVR call flow design information (additional charges apply for toll numbers)
	• Dials a specific number and walks through a single call transaction flow
	  - Responds to prompts with touch-tone and/or spoken input
	  - Verifies static and dynamic prompts, recognition rates and response times
	  - Plays a prompt when it gets to the agent, identifying it as a test and requesting confirmation
	• Standard testing interval based on the toll-free number count
	• Includes one hour of script maintenance per quarter for changes to dialed number and/or menu structure (consulting or extended support services are available to support more frequent or complex application changes)
	• Maximum call duration 10 minutes
	• Call transaction flow includes up to 10 steps (more steps can be included for an additional charge)

Stand Out From the Crowd

eLoyalty's User Experience Monitoring Service can help your business differentiate from the competition by ensuring your IVR is delivering the expected user experience.

Why eLoyalty?

eLoyalty, a TeleTech company, was the first North American partner to achieve Cisco HCS Certification and Contact Center as a Service Designation, has received the Cisco Advanced Technology Partner Certification for Contact Center Enterprise and Customer Voice Portal, and the Cisco Customer Satisfaction Award every year since 2007. We are the only Cisco Cloud Partner offering a solution with this type of increased flexibility and capability incorporated directly into the HCS platform. With a 95 percent client renewal rate, eLoyalty has proven itself a deserving partner as it helps chart customer experience technology roadmaps, implementing cloud systems to provide safer, faster, smarter, and more agile service interactions. For more information, contact us at solutions@eloyalty.com or visit eLoyalty.com.

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