

Interactive Voice Response (IVR), Telephony and back-end systems play a vital role in automating call routing and self-service in support of your customer contact centers. These systems require regular changes to ensure that they are up-to-date, accurate and reliable. Thorough testing and real-time monitoring of these systems is critical, costly and time consuming, often tying up valuable development and operations resources.

How would you like a product that AUTOMATES the functional and load TESTING of your applications and MONITORS your production systems, notifying you of customer experience problems in real-time?

With the development of **TekVision's AIMT**, this idea is now a reality. Changes to your IVR applications no longer need to go through costly, time consuming and, at times, inconsistent and incomplete testing.

With AIMT, now you can automatically cover all testing requirements, avoid incorrect prompts and business logic, and discover slower than expected system responses, dropped calls, and outages before your customers get frustrated and clog up your call center.

What is AIMT?

AIMT is TekVision's **Automated IVR Monitoring and Test** solution. It is a *full end-to-end automated health monitoring, regression and load-testing solution* for touch tone and voice enabled IVR applications and related systems. This solution interacts and executes pre-defined test plans against targeted applications to ensure rapid, thorough and efficient testing and monitoring.

AIMT verifies the application against a reference base and records the interaction. This provides detailed reporting on the outcome of the tests and/or monitoring. AIMT also monitors your IVR from the *caller's perspective* on an ongoing basis, proactively allowing you to eliminate problems before the user encounters them; making for a far more robust and efficient system.



Speech enabled IVR applications: test teams are able to test applications built upon DTMF and speech-based technologies and interact with the application from a *customer experience perspective*.

Health monitoring: AIMT's health monitoring and alert features provide a pre-determined schedule of automated outbound calls to ensure the necessary performance and availability targets are met, along with real-time detection and notification of problems.

Ease of use: AIMT is designed to be used by individuals with process and business knowledge. An understanding of the IVR applications is all that is required to use the AIMT tool. Testers interact with the tool through a standard web browser interface.

Rapid implementation and return on investment: automated monitoring, regression and load-testing can be run unattended, often reducing test cycles by 80% or more, and freeing up developers and testers to concentrate on other activities.

Ships with industry leading voice gateway and multi-lingual advanced speech recognition software: AIMT runs on Nuance's speech recognition software.

Commitment to Open Standards: AIMT has been designed and developed on open standards to ensure maximum flexibility and reuse of your IT investments.

Hosted or Premise-based: AIMT can be licensed as a premise based solution, operating behind your firewall. It is also available as a highly secure managed service from TekVision. Depending on the size and complexity of your IVR applications, a professional services engagement may be required to clearly define the short and long term plan to successfully implement AIMT in your environment.

About TekVision:

TekVision was established in 1995 and quickly expanded its presence in Canada, Europe and the United States. Focused on advanced Contact Centre solutions, TekVision leverages its internal expertise and partners to create and deliver innovative products and services. Renowned for technical expertise, commitment and value, TekVision has a track record of delivering outstanding business results.

Our client roster includes leading global organizations and regional enterprises. We also have partnerships with a number of outstanding industry leaders, which gives us the ability to deploy world class products and services to meet your marketing, sales and customer service needs.

For more information:

Visit www.tekvision.com, contact our sales department at 416-628-7939 or email us at sales@tekvision.com to set up a live product demonstration.



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Feature Highlights:

- Supports both touch-tone and speech enabled IVR applications.
- Performs automated regression and load testing
- Provides real-time, 24/7 end-to-end Health monitoring
- Supports IVR applications in English, French and Spanish with more to come
- Streamlines functional testing of your applications using easy-to-create test cases.
- Ability to “understand” prompts with dynamic content and set rules for business logic verification
- Allows definition of variables for input/output to IVR applications.
- Intelligent branching/looping capabilities reduce the number of test scripts.
- Access to individual recording of IVR responses enables easy verification of test scripts, quick problem identification and resolution.
- Latency Measurement for each IVR response with individual thresholds.
- Individual real-time test progression monitor window for each running test case.
- Generates testing and monitoring reports, clearly listing the results for easy verification.
- Provides a rigorous audit trail for the creation and changes of tests
- Provides graphical analysis of application performance
- IVR platform and PBX agnostic
- Warning and failure alerts via email, SMS or pager
- Web access to all software functions
- Hosted or Premise-based implementation