

BRING YOUR CUSTOMER EXPERIENCE INTO FOCUS.

High value automated testing solutions
to elevate your contact center's
operational performance

TEKVISION



www.tekvision.com

BRING YOUR CUSTOMER EXPERIENCE INTO FOCUS.



Excellence in contact center quality assurance testing since 1995.



What is Lens?

Lens is a suite of automated testing solutions designed to deliver actionable insights into the operational health of your contact center environment.

Lens emulates the customer experience so you can identify and fix problem areas to achieve and maintain an optimal NPS (Net Promoter Score).



CX Monitoring

Quickly identify and resolve customer experience problems for production voice systems.



Load Testing

Assess your contact center infrastructure to verify that it performs well at peak volumes.



Regression Testing

Thoroughly test IVR/NLU changes prior to production cutovers.



Health Checks

Benchmark CX performance vs your competitors.

TekVision's Lens platform enables you to reduce and prevent these common technology issues:

-  Lengthy Delays
-  Audio Quality Issues
-  Data dip problems
-  Migration troubles
-  Peak load crashes
-  Invalid prompts
-  Telco & platform issues



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Empower your technical operations management with:

-  Automated, scalable, multilingual testing and monitoring capabilities.
-  Swift testing, problem identification and insights to rapidly resolve issues.
-  Thorough, consistent and accurate IVR, NLU and UC assessments.
-  Key insights to boost operational performance and improve service quality.
-  Flexibility to test every type of voice system, anywhere, anytime (24x7).

Lens Action Center Delivers



Real-time alerts

Receive prompt email and SMS notifications when issues are detected, enabling swift response and resolution.



Comprehensive reports

Wide-angle view of test results with zoom-in capability to quickly spot problematic patterns and trends.



Audio captures

Real-time audio recordings allow pinpoint accuracy of when and where customer experience issues are happening.

Achieve 5-star technical assurance for your contact center operations.

-  Remove the prohibitive costs and time-investment of manual testing.
-  Identify precisely when and where fixes are needed.
-  Greatly reduce time-to-resolution and prevent critical outages.
-  Obtain technical insights and trends to facilitate seamless migrations.
-  Capture actionable data for change management.

Contact us to start a conversation today.



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