KEEP YOUR SYSTEMS PERFORMING AS EXPECTED
Customer experience testing services for contact centers

Voice systems play a vital role in supporting your customer contact centers. These systems require regular changes to ensure they are up-to-date, accurate and reliable. Thorough testing and real-time monitoring of these systems is critical for a good customer experience.

TekVision's industry leading testing services rigorously test and de-risk contact center system upgrades and changes. Our customers and partners use our testing services to quickly identify and resolve customer experience performance issues. Our industry leading testing services include:

Test Plans
Tailored to meet your requirements

Health-checks
To assess customer experience performance on production voice systems

Load testing
To assess IVR performance under peak call volumes

Soak testing
To assess voice application performance testing over prolonged periods at reduced call volumes

Functional testing
For IVR applications, agent and email routing, custom reports

Cutover Testing
To validate production changes to your IVR applications

Monitoring-Testing
To identify & resolve problems quickly for production voice systems

Our professional services team works with our partners and customers and uses best practices to plan and deliver the required testing services.

We use our Automated Interactive Monitoring-Testing (AIMT) service wherever feasible to complete rigorous testing, reduce costs and cycle times. Key benefits of this approach include:

SPEED
Rapid testing, problem identification & resolution

Flexibility
Test any type of voice system, any time, any location

Comprehensive
Thorough, consistent, accurate testing

Operational benefits
High quality customer experience supports more self-serve and reduced zero-outs

TEKVISION

ABOUT US

TekVision was established in 1995 and quickly expanded its presence in Canada, Europe and the United States. Focused on testing Contact Center systems, TekVision leverages its internal expertise and partners to deliver innovative cost effective testing 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 in Financial Services, Telecom, Insurance, Utility, Transportation, Government and other sectors. We also have partnerships with a number of outstanding industry leaders. Our primary goal is to provide professional testing services that ensure your systems deliver the customer experience performance that you expect.

FOR MORE INFORMATION

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AIMT SERVICE FEATURE HIGHLIGHTS

- Extensive testing services, including: voice system health-checks, load, soak, functional and cutover testing

- 24x7 end-to-end customer experience performance monitoring-testing

- Tests any IVR / voice system, including: Cisco, Genesys, Avaya, Nuance and other platforms

- Tests touch-tone and speech-enabled applications using speech recognition and text-to-speech

- Multiple language support

- Easy-to-use reports provide macro view of test results to pinpoint problem trends and patterns

- Productivity features enable rapid development & updates to test cases, scripts etc.

- Diagnostic tools support speedy problem identification and resolution

- Email and voice alerts provide immediate notification of customer experience performance issues

- Secure, easy-to-use web access to reports, test cases and schedules

- Hosted managed service enables quick implementation and low upfront costs

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