

Interactive Voice Response (IVR) and telephone systems play a vital role in supporting your customer contact centers and other enterprise departments. 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 solution 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 Interactive 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, phone systems and networks. 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 testing and monitoring. AIMT also tests your IVR and phone systems 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 & touchtone 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 test 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.

Operational savings –TekVision's automated testing service is much more cost effective than manual testing. In addition, more thorough, consistent and accurate testing delivers a better caller experience, increased customer self-service and reduced agent-handled calls.

"TekVision's automated monitoring, testing and professional services have enabled D+H to improve the customer experience, reliability and availability of the contact centre systems that support our clients in the Financial Services sector. TekVision's proactive approach, proven expertise and flexibility were key factors in our decision to partner with them."

- Tom Band - Vice President, Contact Centre Operations, Davis & Henderson

Hosted: AIMT is a highly secure managed service from TekVision. Depending on the size and complexity of your IVR and phone systems, 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:

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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 and French 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 and phone systems responses enables easy verification of test scripts, quick problem identification and resolution
- Prompt response time measurement for each IVR and phone system response
- 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 change of tests
- Provides graphical analysis of performance
- IVR platform and phone system agnostic
- Warning and failure alerts via email or pager
- Web access to all software functions
- Hosted managed service

“TekVision’s AIMT system has reduced our IVR testing time by more than 80% and significantly improved the customer experience and quality of the solutions that we deliver to our enterprise customers. TekVision’s flexibility and ‘customer first’ approach were key factors in our decision to buy AIMT.”

- Juan Amaya – Senior Manager Professional Services (Customer Experience Solutions), Bell Canada