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Improve Call Center Performance With Automated VRU Monitoring

Overview

It's 10:00 AM. Your call center is swamped and customers are complaining. An unknown problem has slowed your VRUs. Your boss is on the line and wants to know why.....

Reduce IVR Problem Detection & Resolution from Hours to Minutes

- ◆ *Test calls, duplicating the actions of real customers, alert you of problems*
- ◆ *Real-time performance display*
- ◆ *Continuous surveillance ensures quick problem identification & resolution*
 - *Out-of-service phone lines*
 - *Slow response time and delays*
 - *Status of IVR ports*

Benefits

- ◆ *Improved customer service levels*
- ◆ *Faster problem detection*
- ◆ *Faster problem resolution*

Now There's An Answer

Most IVR performance problems are caused by backend systems including LAN/WAN, database, mainframe, and CTI. Performance slowdowns or outages caused by problems in these backend systems are frequently visible only to the customers trying to use the IVR. System monitors simply can't tell you what the customer is actually experiencing.

That's where Hammer comes in. Hammer Call Center Monitoring systems let you see "through" the VRU. Hammer lets you find poorly performing VRUs, out-of-service phone lines, and call handling problems immediately - before the customer does. Now, you can get ahead of the curve. With Hammer Call Center Monitoring you see problems when they are just starting - before they become serious.

Faster Problem Identification, Diagnosis, and Resolution

Hammer Monitoring systems reduce IVR problem identification, diagnosis, and resolution time from hours to minutes. Benefits include:

- Faster problem detection
- Faster problem resolution
- Reduced IVR downtime
- Improved customer service levels

Test Calls Alert You

Duplicating the actions of real customers, Hammer Call Center Monitoring systems place regularly scheduled, automated test calls over the public switched telephone network to every port in your company's IVR network and every automated customer self service application in your business. Continuous surveillance by Hammer systems ensures that IVR performance problems are quickly identified before they impact call center service levels.

Automated VRU Monitoring

Immediate Problem Notification

Automated Hammer Call Center Monitoring systems let you establish specific service levels for every step in your application call flows. If Hammer surveillance and monitoring detects a problem at any point in the test calls, your support staff is immediately notified via page alert, telephone call, e-mail, or TCP/IP socket connection to another application. The method of notification can be varied based on time of day, day of week, or problem identified.

Real-Time Performance Display

You can only manage what you can measure. Hammer's Call Center Monitoring systems provide a real-time display of IVR performance along with a database for collecting performance statistics over time. Hammer Monitoring systems provide reporting on:

- Call handling errors
- Time to Answer
- Prompt errors & prompt timing
- IVR/Host database response times

Hammer's patented prompt recognition capabilities even make it possible to automatically monitor that the right IVR prompts are playing and measure any prompt timing problems.

Call Center managers, Network Operations Centers (NOC) and VRU Support Groups using Hammer Monitoring systems can see at a glance the real-time and historic performance of critical IVR-based applications.

- Identify out-of-service phone lines
- Check status of IVR ports
- Monitor IVR delays
- Diagnose sluggish IVR response time

With Hammer Monitoring, *you know first.*

The Hammer™ is the only system that provides a complete solution for load, feature, regression, and in-service testing of integrated telecommunications systems and services. Hammer systems are now recognized as the STANDARD for testing Computer Telephony applications and systems. Hammer is in wide use today by developers of computer telephony, advanced switching, and enhanced services systems.

The Standard for
Computer Telephony Testing



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