



Transformation through  
**Testing for a  
Financial Giant**

**Industry:** Financial Services

**Location:** USA

**Contact Center Size:** 500+ agents

## Customer Challenges

A financial giant was looking for 30+ member team possessing knowledge in various aspects of Call Center Testing capable of validating their Enterprise Call Center Applications covering core functional and operational capabilities through newly hosted Cisco Unified Communications platform, commonly known as Unified Communications as a Service, to Transform customer experience with intelligent routing and smart IVR having omnichannel capabilities including chat and social media support that can provide the highest level of service to their customers with their Call Center Standards extending across several different products and platforms.

## Validation Achievements

### ✓ **VRU Testing**

Call Flow, Prompt Verbiage, Data, Language, DNIS, Alarms, Error / Time-Outs

### ✓ **Call Routing Testing**

Within VRU, VRU to VRU, VRU to Agent, Agent to Agent, Agent to VRU, Skill-Based Routing

### ✓ **CTI Testing**

Agent Status, Receiving Call, Security Access, Availability, Standby and Recovery, Skill-Based Routing, Screen Pops, Call Transfer

### ✓ **Dialer Testing**

Command Post, Inbound Dialing, Outbound Dialing, Dialing Strategy, Agent Assignment, Account Control (Agent Interface, Call Conference, Call Transfer, Same Day Callback, Extend)

# Testing Reports & Dashboard



- ✓ Various Reports: Several reports related to Agent Performance and IVR Reports (800 Report, DNIS Report, Location ID Report, Route point Report, Script Report)
- ✓ Sales Statistics – It includes the performance, from Sales to AHT (Average Handling Time)
- ✓ Snapshots: This will give the real time data of that LOB like how much of calls are handled (Overall Calls), Average Speed of Answer, Number of Abandoned calls.
- ✓ Tools: Team User Maintenance activities can also be done – User Name, SID, Job Type, Hire Date, Team, Team Start Date, Employee status

## Agent Desktop Testing

- ✓ Core Applications like – MS Office, Communicator, Adobe Reader, Oracle, Smart-print, Avaya Applications, NICE, PDF Creator, HP Quality Center.
- ✓ Environment Check – Sound Check, Video, Shared Drive Access.
- ✓ Custom Applications: First Assist, Nice Screen Agent, Aspect Dialer, Plugins, Symantec Endpoint etc.

## NICE Testing

- ✓ Verify the voice and screen recording at all the new loggers.
- ✓ Verify playback of voice/screen calls.
- ✓ Verify CTI information populated for all the calls.
- ✓ Verify high level functionality of NICE such as (Advanced query, Evaluation, Form designer, NICE analytics)
- ✓ Monitor live voice and screen call, initiate recording on demand, time interval recording.

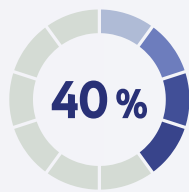
# Outcome

The customer successfully completed the legacy system removal and exploited the Unified Communications (UC) capabilities of UCaaS, additionally enhancing the operational maturity of the client strategic voice platform including elevation of Customer Experience and omnichannel capabilities.

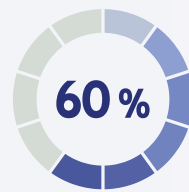
## Significant Gains



Decrease in  
**Call Transfers**



Drop in  
**Call Wait Times**



Drop in  
**Abandoned Calls**



Capture across of all  
**Interactions**

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