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an Infovista Business

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HammerRTC for AMAZON CONNECT

Contact center assurance for moving to the cloud

Prepare your contact center for the move to the Cloud using Amazon Connect

Seamless contact center movement to the cloud, while ensuring your system works as it always has, is available with new testing features designed to improve communication and simplify operations when using WebRTC endpoints. Testing your cloud migration will identify, resolve, and eliminate imminent points of failure and integrate a fast solution giving you peace of mind that your contact center is ready for nearly anything that comes your way – excess load, new features, changes to your system, and more.

When operating on a new platform – especially in the cloud - once common practice is no longer acceptable. Basic behavior must be tested at all levels. More features and functionality means more testing to confirm operability in the new environment and that agents are getting correct customer data passed along to the agent endpoints.

HammerRTC solutions provides testing and monitoring capabilities improving communication and simplifying operations when changes to your contact center are mandatory to propel your business forward.

Derisk your cloud migration with HammerRTC

With HammerRTC, cloud migration will be safe and effective. Performance issues, such as defects and misconfigurations, will be detected so outages and downtime leading to customer service disasters do not occur. Testing will find the invisible points of customer friction and decrease the chance of contact volumes above capacity to handle well. HammerRTC will also decrease the chances of repeat calls and wait times, abandoned calls and IVR issues.

Key Capabilities

- Open framework enabling RealTime Communications over the Internet

- End-to-end custom Voice Activity Detection (VAD)

- Bi-directional voice quality scoring from caller through IVR to agent

- Ability to pass CTI data to Amazon Connect agents through an IVR integration

- Assurance that agents are getting the right customer data passed along to the Amazon Connect endpoints.

- Pre-built API Architecture

- Enhanced Administrative Control in order to select individual and multiple agents for testing

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With HammerRTC for Amazon Connect, you can:

- Quickly test the customer experience through the agent endpoints
- Assure the platform is operating as expected
- Validate changes, additions, or migrations to the cloud through the web
- Integrate with customer CICD DevOps strategies
- Simulate calls to an agent, capturing input values
- View all agents from a single location, allowing users to select individual agents or groups to test one at a time

Increase your CX Scores with HammerRTC

One of the most important components of your company is customer satisfaction. It leads to greater customer retention and a stronger reputation. HammerRTC tests against CTI data accuracy and efficiency, making certain the correct CTI data populates quickly and accurately for your agents to personalize each contact which will lead to real-time customer satisfaction.

Hammer's voice quality scanning ensures your network maintains the standard your customers expect. These factors work together to increase your CX scoring and drastically reduce customer churn. Customer retention and satisfaction will increase, right along with helping deliver optimal CSAT and NPS scores.

HammerRTC Benefits:

- Capture CTI key-value pairs
- Ensure large-scale testing of Amazon Connect infrastructure
- Assure contact center performance under peak conditions
- Interchangeable solutions to optimize your customer journeys
- Improve customer experience and overall data accuracy and efficiency
- Positively impact CSAT and NPS scores
- Single interface to control agent and customer experience

" Cloud migration testing helps IT teams ensure the app continues to perform as it should after it moves to the cloud and also ensures a better UX.

–TechTarget
 Cloud Computing and Migrations

About Hammer

Hammer, an Infovista business and global leader in network and service testing, performance monitoring, assurance, and analytics, provides customer experience assurance solutions across two market categories: network and service performance monitoring, assurance, and analytics for Communications Service Providers (CSPs), and automated customer experience testing and monitoring for Enterprise Contact Centers. Many of the world's leading CSPs and Enterprises depend on Hammer solutions every day to increase customer experience, service performance & quality and revenues, whilst reducing operational costs and customer churn.

For more information, visit **www.hammer.com**