

SOLUTION

Manual Tester

Spearline Manual testing puts you in full control of testing your global contact numbers. It allows you to pick up the phone and dial your phone number just as your global customers do.

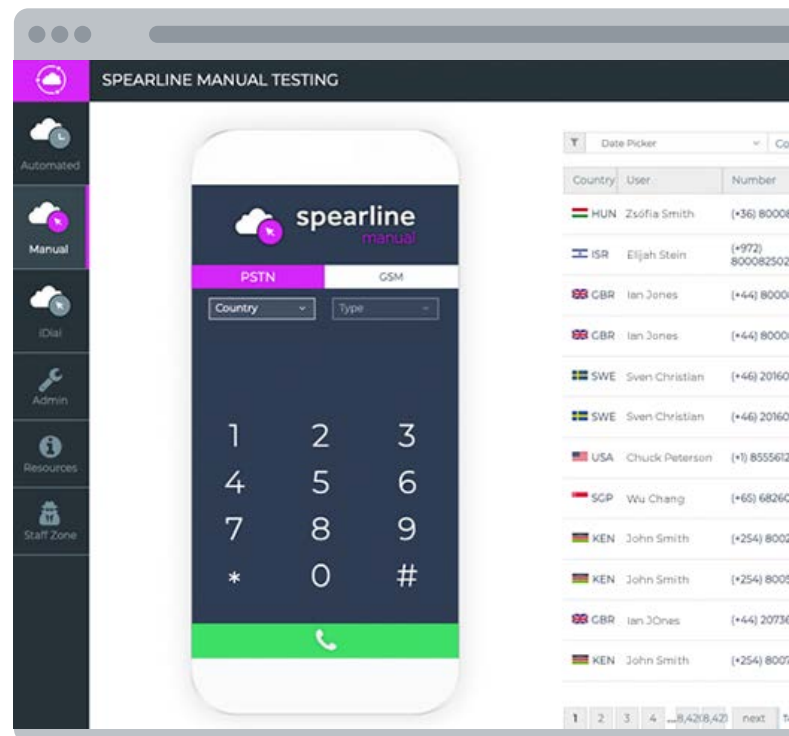
OVERVIEW

Outages and customer-impacting quality issues are not unusual in organizations with large global telecoms footprints and complex networks of carriers routing calls. The question is, what do you do when there's an issue with a number and you need to troubleshoot it? Or when a provider tells you an issue has been resolved and you need to check? Without being able to dial a local contact number from that country it's impossible to tell whether it's connecting, or whether there are issues on the line such as caller ID not being transmitted or DTMF (touch tone) functionality not working.

HOW IT WORKS

Spearline operates physical servers from within more than 70 countries globally. These servers are connected to standard telephone lines which allow us to dial your local contact numbers in-country, replicating your customers' experience from wherever they are in the world.

Our Manual solution allows you to test your numbers at any time, helping to troubleshoot any issues and speeding up the time it takes to fix them.



FEATURES

- **In-country testing** - with a physical presence in 71 countries globally - ours is the only solution which will replicate your customer's experience from such a large number of locations
- **Test calls from landlines as well as mobile** - of the 71 countries covered, 43 cover testing from mobile phones
- **No installation** - there's no set-up or effort at your end, you can simply 'pick up the phone' on the platform, select the country you want to dial from and call your number,

USES AND BENEFITS

Manual testing is an invaluable resource, especially for your NOC team, for troubleshooting and verifying connectivity.

- **When provisioning new numbers** - confirm quickly and easily that new global contact numbers are up and running as and when they should be
- **When troubleshooting a live issue** - test call the number, compare to other numbers and use detailed call records to help identify where the problem is
- **To confirm an issue has been resolved** - when a provider informs you that an issue has been fixed, simply pick up the phone and make a call from the country in question to verify

WHAT IS MEASURED?



Connection

The most basic question - are your contact numbers connecting or not? While your network might be up 99.999% of the time, without testing your contact numbers from their origination point, you can't tell whether calls are reaching it.



IVR Functionality

Once your test call has connected, the manual tool lets you stay on the line to navigate through the IVR, and checks that it's working correctly. With real-time communication and 2-way audio you can even stay on the line to talk to an agent.



DTMF Functionality

If DTMF (touch tone) information is not being transmitted correctly, customers will have problems navigating through an IVR to the correct call center agent, or in conferencing, using passcodes to enter a conference.



Post Dial Delay

Long delays between the call being dialled and connecting can, at best, impact on customer experience, or, at worst, cause the call to be dropped completely. Our tool keeps a full record of call details, including the post dial delay for every test call.



Caller ID

Accurate caller ID information being transmitted is essential to the customer experience offered by contact centres. If caller ID isn't being transmitted properly, this can indicate that lowgrade providers are being used along the route.

"

Manual dialing allows me to sit at my desk and say 'I want to place a test call as if I were in Peru right now, let me hear and validate the audio path'. When you're in a major incident and you have the attention of your IT department and of the carrier, you can say, 'no, I got 'x' error message' or 'yes, I got through - it's fine'. It's one of the features that I've come to love the most.

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Rex Mayne

Global IVR Project Manager HP Enterprise

ABOUT SPEARLINE

Spearline is a technology company that proactively monitors toll and toll-free numbers for connectivity and audio quality globally.

As well as supporting telecom based organizations, such as contact centers and conferencing companies, Spearline works with other major organizations to ensure their global telecoms infrastructure is performing to the highest standards. Spearline works with large enterprises across diverse sectors,

such as financial services, pharmaceutical, travel and retail multinationals.

Spearline has conducted millions of test calls worldwide, resulting in billions of data-points. It has global coverage and operates a support service 24 hours per day, 365 days per year for its customers internationally. It is headquartered in Skibbereen, Cork (Ireland) and has offices in Waterford (Ireland), Romania and India.