

Be the First to Know of Any Customer-Facing CX Issues

Customers are happiest when their experience delivers a prompt resolution to their inquiry with no unexpected issues such as dropped calls, incomplete IVR menus, or failed chats. When there is a problem or failure, you jeopardize customer satisfaction.

Yet, your CX ecosystem is complex, with many moving parts, each of which can fail, be configured incorrectly or become unavailable. How do you know when your CX is working, and when it's failing to meet your customer's needs?

Many CX monitoring initiatives will tell you how the underlying technology is performing, but even if each piece is working well, you may still be delivering a poor customer experience. And, only 4% of customers will tell you if they've had a bad experience. The only way to know for sure is to take an outside-in approach to monitoring, and simulate contact from the customer's perspective.



Cyara Mobile App

Easily Identify Issues to Deliver a Flawless CX

Pulse monitors your CX from the customer's perspective by simulating customer interactions. Pulse delivers real-time insight in the palm of your hand, enabling you to identify issues, troubleshoot problems, and ensure that you deliver the best possible customer experience each and every time. Pulse has configurable retry logic enabling you to ensure that alerts are fired only when failures reproduce, and not for one-off glitches. Pulse drives accountability across the team with incident reporting that delivers high visibility of failures. By providing detailed insight, Pulse helps to ensure compliance with SLAs, reduce lost sales, and makes it easy to measure improvements in your CX, all together enabling you to deliver a flawless CX.

Pulse is a core component of the Cyara CX Assurance Platform, which accelerates CX innovation and ensures the delivery of flawless customer experiences with capabilities for Design-Driven Assurance, Performance Testing, and Production Monitoring.

CX Monitoring from the Customer's Perspective



Real-Time

See in real-time the CX you are delivering with an outside-in view of your CX performance



Actionable

Customize and drill down to deliver insights you need to take action

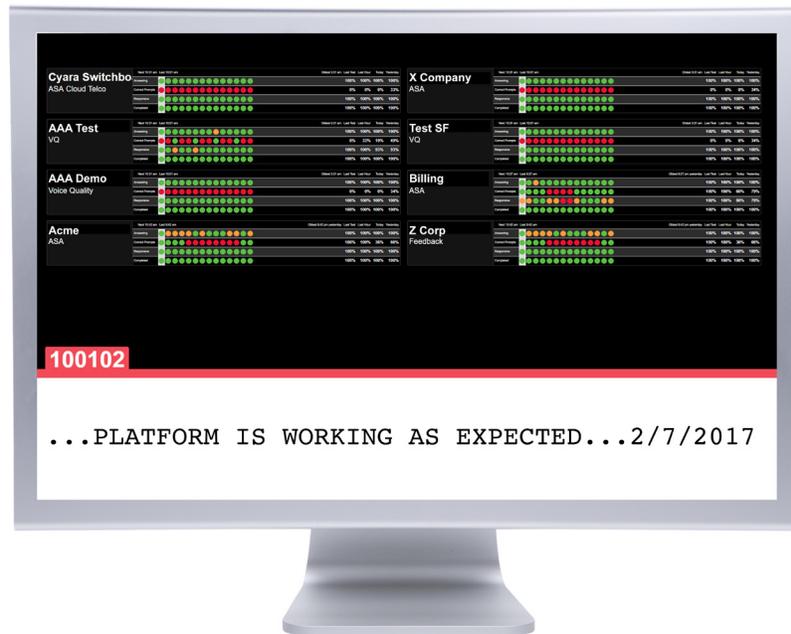


Comprehensive

Monitor across digital and voice channels, and even ensure your call recording system is functioning as required

Pulse Enables You to Identify Problems Before Your Customers Do

With real-time, actionable insights across your entire CX, you have the data you need to deliver a flawless CX.



Pulse simulates customer interactions by periodically placing inbound and outbound calls, web interactions, emails, chats, and SMS into your contact center. If the interactions exceed the maximum pre-defined time thresholds or result in a failed test case, you are alerted with details of the specific failure. Pulse ensures all channels and connections to backend systems—like customer databases—respond to input in a timely manner, and that business rules around things like time of day or agent routing work as intended.

Real-time OCX Assessment

Identify outliers in high-level CX metrics, and drill down for root cause analysis

Historical Trending

Track failure and recovery patterns to see performance over time.

Alerting

Exception-based alerts delivered via email and SMS make it easy to identify problems

Omnichannel

Monitor digital and voice channels, including IVR, call routing, web, chat, email, and SMS

Flexible Delivery

Deliver insights via web interface, wallboards, or the Cyara mobile app

Call Recording Validation

Ensure your call recording software is performing as intended

Configurable and Extensible

Customize the test cases and CX metrics to meet your needs. Import data from any REST API-compatible application to augment insights



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