Cyara Accelerator for Amazon Connect

Assure your customer journeys are working as designed

Why Cyara Accelerator?

• Accelerate and assure migrations to the cloud
• Reduce defects and unplanned work
• Provide flawless, defect free customer journeys
• Enable agile and DevOps methodologies

Product overview

The Cyara Accelerator for Amazon Connect speeds up your migration to Amazon Connect, so you can take advantage of your new, modern infrastructure while assuring the flawless execution of the journeys you’ve designed. The Cyara Accelerator is an extension of the Cyara CX Assurance Platform, and provides capabilities across the development lifecycle, including CX design, functional and regression testing, voice quality testing, load testing and production monitoring.

Product features

Design
Overcome the challenge of missing of outdated IVR documentation, by automatically calling into your existing IVR to discover and document call flows. This provides a baseline for either a lift and shift, or a redesign of your call center environment.

Build
With good baseline documentation, you can now build out your IVR in your new platform.

Test
Evaluate and optimize the design of your IVR. Run functional and regression rests, across all voice and digital channels, as well as agent voice quality tests.

Deploy
When all is ready to go-live, you’ll want to pressure test your systems across channels to make sure they perform at scale. When they pass the pressure test, you’re ready to go-live.

Maintain
But assurance doesn’t stop with going live – you’ll want to monitor from the customer’s perspective once in production, to assure that everything continues to perform as designed, and that your customers are able to complete their journeys flawlessly.
How it works

The Cyara Accelerator for Amazon Connect helps you accelerate your migration, improve quality throughout the development cycle and gain confidence that your new contact center is working as designed. There are five easy steps to migrating your contact center to Amazon Connect with the Cyara Accelerator. Cyara can crawl your existing IVR and automatically create a CX model that documents the details of your current call flows, creating a baseline. You can then import this baseline document into Amazon Connect, and automatically create an Amazon Connect Flow, including populating the flow and prompts. Once you’ve fleshed out the Amazon Connect Flows, you can then run functional and agent voice quality tests, based on test scripts automatically created from the baseline documentation Cyara creates. Once your code is ready to deploy, you are ready to run a pressure test to ensure that you are ready to run at scale. Finally, once in production, the Cyara Accelerator will help you monitor your CX from the customer’s perspective, ensuring that your CX applications are performing as designed.

Differentiators

- **Most Comprehensive CX Assurance Platform**
  Support the broadest CX assurance needs design through functional and regression testing to performance testing and production monitoring

- **Maximum Automation**
  Increase CX quality by maximizing automation around testing and monitoring, including automated discovery of your current CX, and automated test script creation and maintenance

- **Easy to Use**
  Intuitive interface for building test scripts – no coding required – and ability to share test scripts across the assurance lifecycle

- **End-to-end Testing and Monitoring**
  Assure journeys comprehensively from self-service through to agent-assisted service, and even assure the agent desktop experience

- **Global In-Country Dialing**
  Make synthetic local calls across the globe to identify voice quality issues, test carrier connectivity, and toll-free number routing. Read more

- **Test Omnichannel Journeys**
  Assure journeys in the widest array of voice and digital channels, including IVRs, agent routing, web, chat, chatbots, SMS and email, and journeys that span and hop multiple channels

- **CX Assurance from the Outside-in**
  Simulate real-world customer interactions to assure journeys as your customers would experience them