

CASE STUDY

Contact centre cloud migration assurance

Ensuring production readiness of a leading Spanish financial institution's new Avaya contact centre platform

The problem

An urgent enquiry from a Spanish financial institution's contact centre team challenged us to test their new cloud telephony platform two weeks from go-live.

As a long-standing customer of a leader CC Vendor, they had already tried to go-live once before but failed due to capacity and voice quality issues. As a result, pressure was being placed on all internal and external parties to discover and remediate the root cause, however there was poor visibility and no ability to pin-point the fault on either the telco carriers or the CCaaS provider, or of course with the incumbent CC vendor.

The institution's CTO came under significant pressure to go-live in a few days. Failure to do so would cause delay, revenue loss, and potential cancellation of the project.

Spanish financial institution client deploys hammer to ensure readiness of its new contact centre cloud services environment

Hammer therefore needed to:

- Test multiple inbound Spanish numbers at high load whilst at the same time discriminating between multiple carriers
- Navigate through the client's IVR to reach a virtual agent at scale
- Test end-to-end voice quality of the solution to validate both the customer and agent experience

The solution

The global engineering team immediately started working on the design, build and deployment of the testing environment.

Hammer delivered a hybrid solution, leveraging its industry-leading Hammer Cloud platform alongside Hammer Virtual Agents, which were deployed on virtual machines within the client's local environment.

Both load and end-to-end testing replicated a customer's journey with calls being initiated through various Spanish carriers, traversing the IVR system and terminating on the virtual agents. Two-way voice quality was measured using Hammer's unique Voice RNA scoring.

The customer was given access to a Cloud results portal, enabling them to see data output in real time in addition trend analysis. Additionally, they also had access to actual voice recordings (test data only).

“Our testing was entirely manual and inefficient. We needed to find a way to automate end-to-end testing to ensure our new service experience would not fall over in high availability scenarios and the voice quality matched our customers' expectations.”



The result

Empirix ran a test on multiple sessions over several hours during which the customer was able to make various changes to system configurations, including changing from G.729 to G.711.

Voice quality issues were identified but these did not originate from the Contact Centre components. The root cause was pinpointed within the CCaaS bandwidth as all telco carriers were equally affected. Further testing was planned by the customer to investigate the voice quality issues on the CCaaS side.

Testing did also uncover several Contact Centre configuration issues – these were fixed and subsequently validated. Changes were needed as a result of the shift to the cloud, and these had been overlooked by the local SI partner.

A full written report of the testing was delivered, which was then used to present to, and gain approvals from the Board for a go-live/migration decision.

HX: the Hammer experience

Empirix testing solutions provide the proof you need to implement technology changes with confidence. Our testing solutions pre-empt significant problems by delivering expert, end-to-end validation of expected real-world performance.

We offer the most comprehensive, flexible, and scalable pre-deployment testing solutions designed to predict the behaviour of complex IP-based solutions in the real world. Our integrated voice, video, and data testing offers insight into the quality of the application as customers experience it, enabling you to overcome the complexity inherent in today's sophisticated, hybrid communication environments.

Hammer components used in this engagement included:

- Empirix – **Hammer on Call** stress testing cloud solution
- Empirix – On-premise, **Virtual Agent** End Points
- Hammer **RNA Voice Quality** testing
- Empirix Professional Services

“ It helped us get over the line and identify the root causes that originally caused failure – testing enabled us to cut over to the new cloud service with confidence ”

