



prognosis HeartBeat™

Own your secret shopper's experience!

Prognosis HeartBeat is cloud-based Testing as a Service for outside-in contact center experience management.

Now you can understand the complete end to end customer experience as they interact with your technologies and be confident they have the experience you intended for them.

Prognosis HeartBeat bridges the gap between internal monitoring and actual end-to-end performance so you can understand the complete customer service experience.

The value of peace of mind

From the moment your customer makes a call, all the way through to the information presented to

the agent in a screen pop, your contact center must always perform smoothly and reliably – end to end.

Whether it's the interactions between customers and agents, or customers and self-service systems, availability and real time experience management with Prognosis HeartBeat is vital for customer satisfaction and retention.

Prognosis HeartBeat is cloud-based Testing as a Service that offers outside-in contact center quality management to give you peace of mind.

You'll have complete insight about the availability, performance and quality of service you're delivering.

And you don't need to purchase hardware or software; we test without adding any products to your infrastructure.

Top 10 Benefits

1. Know that carrier and toll-free services are correctly provisioned.
2. Confirm cloud services are working as expected.
3. Be confident IVR and self-service applications are available, up and running.
4. Ensure host response times are acceptable.
5. Ensure availability of speech recognition and text to speech services.
6. Ensure failover/backup servers are up and ready to take traffic.
7. Ensure the right data pops on the agent's desktop.
8. Be sure call intelligibility doesn't degrade at certain times of day.
9. Know your customer-facing technology is performing 24 x7.
10. Deliver the issue-free technology experiences you planned for your customers.

How HeartBeat works

IR Testing Solutions staff work with you to define the Virtual Customer® (VC) test call scenarios that most effectively portray the end-to-end performance of your contact center customer interactions from an outside-in perspective.

Combinations of notifications and escalation methods create a VC monitoring strategy that's just right for your team, business model and contact center solution.

Our test equipment initiates real voice calls to access and interact with your system just as customers do through the public telephone network.

You decide how frequently VC test calls occur—from one call a week to several calls an hour, or continuously.

If the response at a given step is unexpected or it takes longer than anticipated – the VC process immediately notifies you via e-mail, phone, SMS message, or page. This means your team can get straight on it, before your customers are affected.

The benefits

- **Review online test call results and recordings**

Data from the VC test calls, including recordings of every call, are available via a secure Web site.

- **Control the notification process**

Turn notifications on and off at your discretion.

- **Initiate on-demand VC test calls**

Verify issues have been resolved and retest to confirm.

- **Spend less time finding and fixing problems**

Evaluate and optimize system

performance and achieve fast problem resolution so you spend less time dealing with dissatisfied customers.

- **Give your customers the service experience you planned**

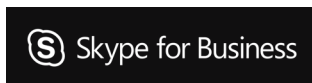
Receive reports documenting your solution's availability and performance.

- **Use call history data**

Analyze trends and statistics and gain the insight you need to go home with confidence!

By evaluating how VC test calls are handled, Prognosis HeartBeat provides you with the confidence your contact center interactions are working as intended.

It helps you meet your service level requirements, and gives you the documented results you need so you can be your own secret shopper.



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Prognosis for UC is Microsoft SDN API 2.1.1 qualified with Skype for Business.

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