



IR TESTING SOLUTIONS HELPS LARGE PUBLIC UTILITY DISTRICT KEEP CUSTOMERS CONNECTED

During the deployment of its new IVR system, the Washington-based utility company needed to maintain quick and reliable customer access to account information and customer support, and the reporting of critical safety issues. It chose a solution that includes:

- IR Testing Solutions, a cloud-based load and performance testing service to manage, tune and verify IVR and contact center performance.
- IR Prognosis, a software solution that provides real-time multi-vendor performance management and monitoring for the entire infrastructure through a single pane of glass.
- Avaya Aura® Platform, a set of seamless components that provide comprehensive team and customer engagement by transforming traditional, single-purpose solutions for voice, video, e-mail and instant messaging into a true multimedia, multimodal architecture.

Interactive Voice Response (IVR) system load testing identifies customer impacting issues prior to deployment

One of the largest publicly-owned utilities in the Pacific Northwest delivers electric and water utility service to 350,000 residential, commercial and industrial customers in several counties within Washington State. Its service territory covers over 22,000 square miles that includes more than 6,300 miles of electrical lines and 375 miles of water pipes.

Challenge

The utility was preparing to deploy a new IVR system. During the transition, it was imperative that customers continue to quickly and reliably access customer support and account information, and report critical safety issues. The company's IT staff needed to validate that calls were answered within a pre-defined time period, callers were greeted with an appropriate announcement, and calls remained active throughout the entire transaction without untimely disconnects.

Additionally, with winter approaching, voice quality, reliability and throughput took on a new criticality. Staff expected customer service lines would likely be inundated with reports of frozen water pipes, fallen trees, line failures and power outages. It was crucial that the system perform effectively under the anticipated load volume.

Automated Testing

Concluding that load testing was vital to identifying system and capacity issues, the company's IT team selected IR Testing Solutions to conduct a

comprehensive analysis of its new IVR system.

"IR was selected through a competitive bid process," said the utility's Information Technology Services Senior Project Manager. "We've conducted several tests and each time the service has been a crucial element in helping identify issues before they impacted our customers."

The IT team used IR Testing Solutions cloud-based end-to-end automated testing as a service to confirm the new IVR provided the easy-to-use, low-effort and high quality customer experience that the company intended. Each test call was recorded, enabling the IT staff to hear exactly what their customers would hear, which provided a clearer understanding of how the system was performing.

"IR's real-time reporting was a vital part of the process," said the project manager. "During testing, reports helped technical teams understand the user experience, carry out troubleshooting and helped us collaborate with vendors in resolving issues."

About DevConnect

DevConnect is Avaya's developer and technology partner program. Through a free Registered level membership in DevConnect, members are able to access a wide range of developer resources, including APIs, SDKs, technical support and training. Enhanced Membership options offer higher levels of technical support, compliance testing and co-marketing benefits. To learn more or register for membership, visit www.devconnectprogram.com

About Avaya

Avaya enables the mission critical, real-time communication applications of the world's most important operations. As the global leader in delivering superior communications experiences, Avaya provides the most complete portfolio of software and services for contact center and unified communications with integrated, secure networking — offered on premises, in the cloud, or a hybrid. Today's digital world requires some form of communications enablement, and no other company is better positioned to do this than Avaya. For more information, please visit www.avaya.com.



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—Utility Company Senior Project Manager, Information Technology Services

Results

Testing helped the utility company identify potential issues with SIP trunks, quality of service and coding prior to deploying the new system. Flagging potential throughput issues with the utility's session border controllers helped the team circumvent any delays or substandard voice quality before the new IVR handled any customer interactions. Additionally, as testing progressed the team was able to refine messages and error reporting based on the experience and knowledge they gained about specific system conditions.

The project manager praised the quality of service she and her team experienced with IR. "From end-to-end, the experience with IR has been positive including the bid process, contracting, test set-up and scheduling tests."

Learn More

IR Testing Solutions are available through the DevConnect Select Product Program. To learn more about Avaya and IR solutions, contact your Avaya Account Manager or authorized Avaya reseller. Or, visit us online at www.devconnectmarketplace.com

About IR

Founded in 1988, IR is a leading global provider of proactive performance management software for critical IT infrastructure, payments and communications ecosystems. More than 1,000 organizations in over 60 countries—including some of the world's largest banks, airlines and telecommunication companies—rely on IR Prognosis to provide business critical insights and help ensure continuity-critical systems deliver high availability and performance for millions of their customers across the globe.

IR is headquartered in Sydney, Australia, and has offices in the United Kingdom, Germany, Singapore, and the United States.

For more information, visit www.ir.com

About Avaya DevConnect Select Product Program

The DevConnect Select Product Program (SPP) offers a powerful portfolio of compliance-tested, Avaya-compatible products and services from established DevConnect Technology Partners. SPP products and services are chosen for the SPP portfolio based on their strategic value and interoperability with Avaya technology. SPP solutions eliminate the challenges of managing multivendor relationships and are easy to order through standard Avaya order processes.

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