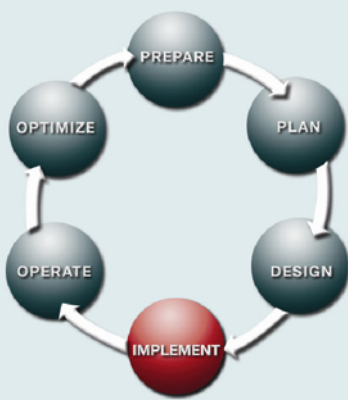# Cisco Unified Contact Center Performance Assurance Testing Service

THE CISCO LIFECYCLE SERVICES APPROACH

The unique Cisco Lifecycle approach to services defines the requisite activities at each phase of the network lifecycle to help ensure service excellence. With a collaborative delivery methodology that joins the forces of Cisco, our skilled network of partners, and our customers, we achieve the best results.

Network Lifecycle Phases

- **Prepare**—Develop a business case for a technology investment

- **Plan**—Assess readiness to support proposed solution

- **Design**—Create a detailed design to address business and technical requirements

- **Implement**—Deploy new technology

- **Operate**—Maintain network health through day-to-day operations

- **Optimize**—Achieve operational excellence through ongoing improvements

OVERVIEW

The Cisco® Unified Contact Center solution provides an open, strategic platform that allows you to move your organization to the next phase of customer care, beyond today's contact center to a customer interaction network. The results are increased efficiency of customer-service agents, improved customer service, and improved contact center reporting and analytics.

Deploying a reliable, high-performance, business-critical contact center solution requires thorough testing. To provide you with industry-leading load and performance testing, Cisco Systems® has partnered with Empirix, the leading provider of contact center testing and monitoring solutions, to offer a comprehensive load testing service for service provider companies and enterprises. Empirix developed the Cisco Performance Assurance Testing Service expressly for Cisco Unified Contact Center solutions.

## THE CISCO AND EMPIRIX SERVICE OFFERING

Empirix and Cisco Systems together developed the load testing solution to help ensure that all facets of the Cisco Unified Contact Center solution meet both your business and technical requirements. The Cisco Unified Contact Center Performance Assurance Testing Service includes the following:

- Cisco Unified Customer Voice Portal (CVP) and Cisco Unified IP Interactive Voice Response (IPIVR) Load Test

- Cisco Unified Intelligent Contact Management (ICM) Load Test (Future)

- Cisco Unified Contact Center and Unified Communication (IPT) Load Test

Figure 1 provides an overview of the load testing service.

Figure 1. Cisco Unified Contact Center Performance Assurance Testing with Hammer Diagnostics and Tools
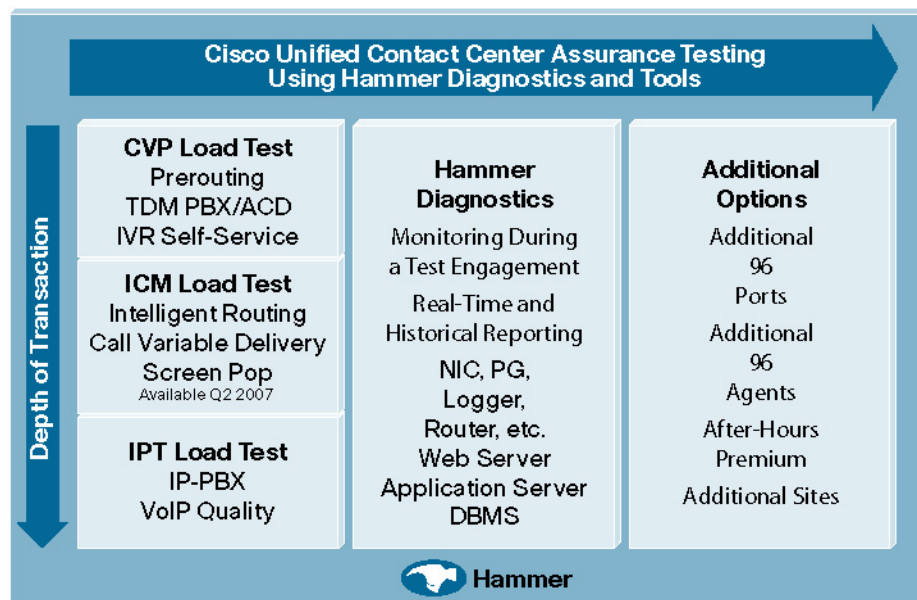

Customers can purchase the Cisco Unified Contact Center Performance Assurance Testing directly from Cisco. When you select Cisco to provide this service, Cisco personnel support the onsite testing effort. Empirix performs all test planning and remotely executes hosted traffic load testing to simulate the customer's Cisco Unified Contact Center environment.

HOW EMPIRIX AND CISCO WORK TOGETHER

Hammer Performance Assurance for Cisco Unified Contact Center is jointly delivered by Cisco and Empirix.

During load test engagements, Empirix virtual callers and virtual agents simulate real-world traffic on your customized Cisco Unified Contact Center solution. The load tests measure the customer experience when accessing voice self-service, speech recognition, intelligent routing, agent desktop, and telephony applications. By placing virtual callers through the public switched telephone network (PSTN), Empirix hosted Hammer On-Call Services provide real-time, Web-based reporting during load tests at the Empirix Hammer On-Call Website. "Finally, the Cisco-developed Hammer Virtual Agent softphone provides a real-time view of Agent-perceived performance and functionality of the system, including Caller-Attached data delivery and call control performance." Hammer diagnostics provide a real-time view of the health of underlying infrastructure to aid in troubleshooting and debugging (Figure 2).

Figure 2. Cisco Unified Contact Center Performance Assurance Testing
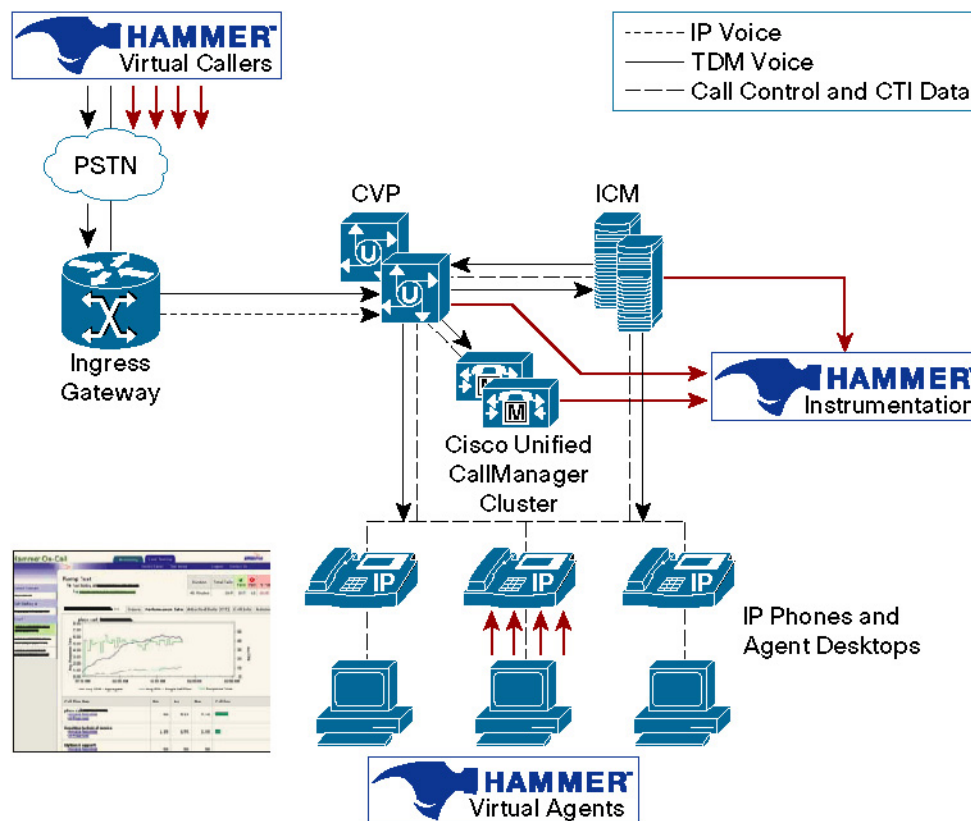
During load test engagements, Cisco engineers with a deep understanding of Cisco Unified Contact Center deployment and optimization are onsite, working with you in real time to diagnose and troubleshoot any problems that may arise.

Together, Cisco and Empirix provide a comprehensive methodology for facilitating the success of your Cisco Unified Contact Center deployment (Table 1).

Table 1. Performance Assurance Testing Activities and Deliverables

Activity	Deliverables
● Develop a test plan based on the unique needs of the customer environment. ● Execute the test plan with members of the customer team, engaging in iterative testing and real-time debugging and tuning. ● Suggest areas of improvement through the testing process.	● Load testing and performance plan ● Post-test run report

BENEFITS

The Cisco Unified Contact Center Performance Assurance Testing Service helps you successfully deploy your Cisco Unified Contact Center solution. Drawing on extensive experience, leading practices, and advanced tools, Cisco and Empirix work together to provide a solution that is scalable and meets the performance needs of your business.

The Cisco Unified Contact Center Performance Assurance Testing Service

● Validates your Cisco Unified Contact Center deployment through the entire customer and agent experience – from the network carrier, to the private branch exchange (PBX), to the IVR, and to the agent desktop

- Uses real-time, Web-based collaborative access to performance data, providing faster problem resolution

- Brings expertise from industry leaders in testing and in Cisco tuning best practices, with no initial equipment or personnel investment

- Helps prevent contact center system failures by providing advance warning and analysis of the types and levels of call traffic that can overload and bring down a system

- Reduces costs by identifying performance bottlenecks and call handling errors before new or modified systems and applications are deployed

SUMMARY

Using the Cisco Lifecycle Services approach, Cisco and its partners provide a broad portfolio of end-to-end services and support that can help increase business value of your network and return on investment. This approach defines the minimum set of activities needed, by technology and by network complexity, to help you successfully deploy and operate Cisco technologies and optimize their performance throughout the life of your network.

AVAILABILITY AND ORDERING INFORMATION

The Cisco Unified Contact Center Performance Assurance Testing Service is available through Cisco or Empirix in the United States and Canada. For more information, please contact your Cisco service account manager or Empirix sales representative.

WHY CISCO SERVICES

Cisco Services make networks, applications, and the people who use them work better together.

Today, the network is a strategic platform in a world that demands better integration between people, information, and ideas. The network works better when services, together with products, create solutions aligned with business needs and opportunities.

The unique Cisco Lifecycle approach to services defines the requisite activities at each phase of the network lifecycle to help ensure service excellence. With a collaborative delivery methodology that joins the forces of Cisco, our skilled network of partners, and our customers, we achieve the best results.

Cisco Services.
Making Networks Work.
Better Together.

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