

Pump Automated Testing

Where continuous improvement delivers a superior customer experience

Traditionally, Contact Centre testing has often been justified as an expensive but essential function to ensure the quality of an organisation's customer experience. But not with Pump. Pump is an automated and performance testing tool that empowers businesses to rapidly develop test cases and execute them at speed and on-demand.

Whether it is a proactive monitoring healthcheck, execution of a regression suite, or high load performance testing, Pump is able to provide organisations with confidence in delivering projects and ensuring operational stability.

01. Simplicity

Test cases are extremely simple to create, maintain and execute using the Pump GUI - no Professional Services required. However, if you prefer, we can set and run the tests on your behalf, enabling us to provide advice on recommended refinements, investigation, and re-testing.

02. Productivity

Testing no longer needs to be expensive and time consuming! Test cases can be shared across all ranges of testing, be it functional, regression, performance testing up to 10,000 concurrent calls, or even a simple IVR Healthcheck. If using Pump's on-premise edition there are no call costs. And because Pump is fully automated, testing can be executed at speed and with minimal resourcing.

03. Agility and continuous improvement

Pump is the perfect complement to any agile development project and the associated need to be able to continually test, learn and repeat in rapid cycles and in short sprints.

Pump can also integrate with continuous improvement tools (such as Bamboo) to include a test step which executes a Pump functional test run and returns the Pump result back into the CI build plan.

04. Real time reporting

Results are immediately available via the standard web interface and via the real time dashboard. The outcome of each completed test case is viewable on call completion.

Data can be displayed from many domains showing distribution of results and results over time. As the test conditions change (such as CAPS and concurrent calls) the impact can be monitored immediately using Pump in real time.

05. Investigate deeply and collaborate closely

PUMP features a range of tools for detailed investigation of individual call results. Your team will appreciate the graphical display of call audio for quick identification, navigation and playback, network traces, in depth audio analysis, RTP statistics and more.

The result is faster identification and a speedier resolution of any defects or issues.

06. Alarming and monitoring

The Pump platform has extensive monitoring and alerting capability, with alarms being raised post test run with any failed calls via email, SMS or SNMP.

By scheduling a low volume high frequency test run, stakeholders can quickly be notified of poor customer experience. A larger scheduled test prior to the start of shift can be used to ensure the contact centre is ready for action.

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