



Cruncher



Solution overview

Quality performance testing at scale

Test your CX to ensure quality performance at scale

Your customers expect both perfection and innovation at every touchpoint as they interact with your business, even as you face backend challenges, like peak volumes, new product launches, and power outages.

To have confidence that customer experience (CX) will live up to the real world – performing flawlessly in times of heavy, unexpected traffic – you must stress- test customer journeys before they go live to assure performance at any scale.

Meet Cruncher, your solution for load-testing systems to assure flawless CX.

Cruncher automatically tests your CX, ensuring quality performance under pressure, at any scale. With Cruncher, you can load test all your CX channels as frequently as needed, and each test gives you vital information about where actual or potential issues exist. Now, your teams can proactively resolve issues so your customers don't have to experience them.

With Cruncher, your team's productivity increases by leveraging the power of automation. Cruncher uses Robotic Processing Automation (RPA) bots to automatically generate hundreds or even thousands of simulated customer interactions that mimic real- world customer contact. You can set these simulations to test different types of load, including traffic spikes, sustained traffic volume over extended periods, and controlled traffic volume.

Cruncher brings assurance to projects like cloud migrations, new product launches, and peak-season preparation, allowing you to test performance at every step of your customers' journeys.

Features



Automated test execution

Automatically generate tens of thousands of simultaneous interactions.



Digital and voice channels

Test all communication pathways in omnichannel journeys, including chatbot, email, IVR, SMS, web, web chat, and voice.



Application data integration

Import data from API-compatible applications to augment test insights and drive efficient issue resolution.



Proactive issue resolution

Identify defects in your environment before your customers find them.

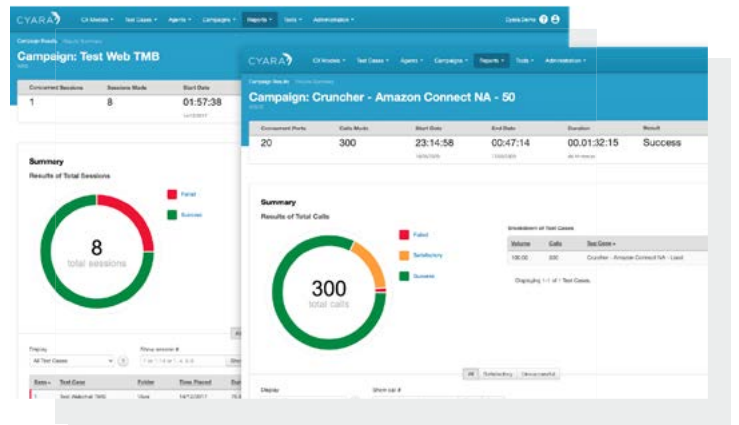


Drill-down reporting

Results are delivered in detailed reports that allow you to identify the cause of issues immediately.

Cruncher Ensures Your System Performs Under Pressure

With Cruncher, you can be confident that your entire CX infrastructure can withstand the highest levels of customer interactions. You can even test performance against disaster recovery procedures. No matter the situation, Cruncher has your CX covered.



Performance Testing

Massive Scalability

Ensure your system will scale for both normal and unexpectedly high call volumes.

Full Automation

Automatically generate thousands of customer interactions to simulate real world contact across your CX.

Voice & Digital Coverage

Leverage rich voice validation capabilities and sophisticated testing for chatbots, email, IVRs, SMS, web, and web chat.

Testing Quality

Consistently test across your CX, ensuring accurate reporting, data-driven error resolution, and higher quality experiences delivered to your customers.



Pivotal Data is a specialist provider of contact centre, CX and enterprise communication solutions. We partner with organisations to architect digitally proficient contact centre operations by bringing together the ideal combination of local and global solutions and infrastructure providers to meet unique technology requirements. Drawing from our extensive global and local partner network, we build, manage and support bespoke, innovative omnichannel solutions to address unique needs and meet evolving consumer engagement trends. Partner with us to grow your business by simplifying your digital transformation, cloud and CX journeys and create a resilient, future-ready contact centre operation.

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