



Velocity



## Solution overview

# Automated functional and regression testing

## Achieve speed and quality with automated functional and regression testing

Customer Experience (CX) is the battlefield where you win or lose business to competition. Striving for innovative, integrated, and infallible CX is no longer enough. You must achieve it, and fast.

Traditional software development practices take too long, lead to mistakes, and won't adapt to new requirements without cracking under pressure. To move ahead of your competition at the speed of customer demand, you need to provide a flawless CX.

### Meet Velocity, your key to accelerating innovation and improving CX quality.

Velocity lets you build your ideal customer journeys, then develop test scripts directly from those designs, ensuring that every journey performs exactly as intended. Velocity's visual interface makes it easy to understand the design, identify potential issues, and then collaborate across your organisation to put the finishing touches on your perfect CX.

With Velocity, you maximise your productivity using full automation of CX discovery and test case creation, execution, and maintenance.

Velocity uses Robotic Process Automation (RPA) bots to automatically generate simulated customer interactions that mimic real-world customer contact.

### Features



#### CX discovery

Automatically discover your IVR and create a hierarchical map. Build a baseline for cloud migrations and other major projects.



#### CX model editor

Create and edit CX models in a common, intuitive visual language to ensure that your design meets requirements.



#### Automated test case creation and execution

Connect CX testing and design phases with automatically generated test cases that you can run and validate against your CX design specifications.



#### Built-in integrations

Integrate with Microfocus ALM for test management, and with Jira for defect tracking.



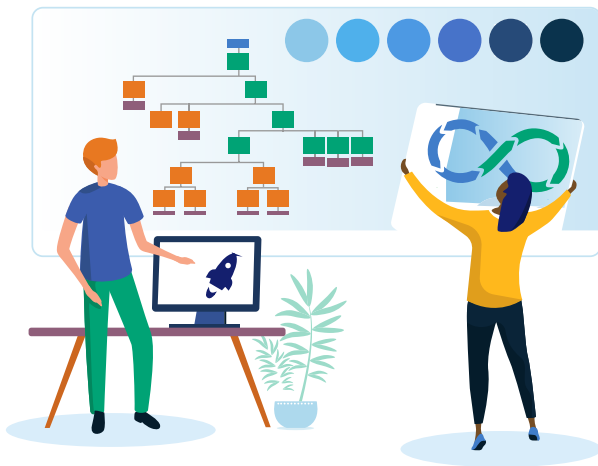
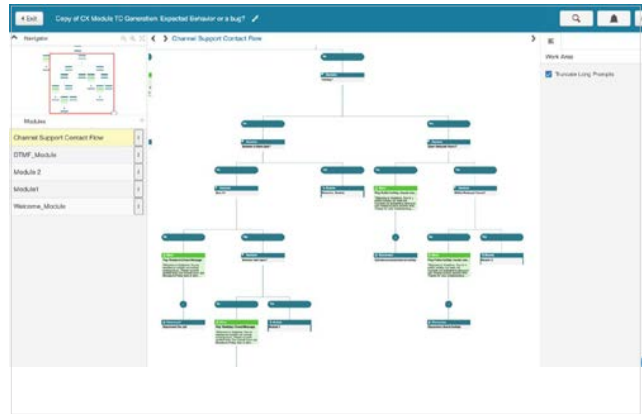
#### Omni-channel journey testing

Assure cohesion across customer journeys with the ability to test self-service journeys, agent-assisted interactions, and communication pathways, including chatbot, email, SMS, voice, web, and web chat.

# Velocity brings agile and DevOps to your CX development

With Velocity, you can shift testing left, leverage automation, and utilise Velocity's off-the-shelf integrations with Microfocus ALM for test management, and Jira for defect tracking to ensure that testing works seamlessly with all other development processes.

Eliminate manual testing, and now meet aggressive deadlines while supporting continuous integration (CI) and continuous deployment (CD) with Velocity.



## Automated functional and regression testing

### Accelerate CX innovation with quality

Link CX design to testing, ensuring customer journeys perform exactly as intended.

### Facilitate collaboration

Capture CX design in a common hub with a shared visual language for expressing customer journeys, ensuring accurate and consistent design.

### Maximise productivity

Automate test case creation based on CX models, and automatically update test cases whenever the model changes.

### Enable agile and DevOps

Move faster through CX development and updates with the ability to automatically test along the way, ensuring quality without requiring manual work.



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.

#### Visit us

Building 18, Thornhill Office  
Park, 84 Bekker Road,  
Vorna Valley, Midrand

#### Call us

010 476 0300

#### Email us

info@pivotalgroup.co.za