

Guardian

Powered by Cyara

Guardian provides automated independent assurance that your Customer Experience solution is performing optimally and reliably and alerts you if your customers are impacted by any degradation in service.

Can you have complete confidence in your cloud Contact Centre solution when the provider of that solution makes changes without you being aware of them?

Cloud computing allows complex systems to be rapidly developed and deployed on a global scale. This can create unique reliability risks. Cloud infrastructure providers are constantly developing product enhancements, patches and updates and deploying these into production on a regular basis to resolve issues, bring new features to market that allow customers to leverage scale and significantly improved development cycles.

By their very nature, Cloud platforms can't and don't give end customers any visibility into what is actually going on "under the hood". Changes can be made without your knowledge which may impact your Contact Centre operation.

Major cloud-computing outages don't occur very often — perhaps every year or two — but they do happen. A total failure is usually quickly identified and resolved. However, a degraded service is more sinister and could be affecting your customers.

Guardian alerts you to the unknown

Guardian is an independent service offered by Circle Consulting & Software

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CYARA 

that's powered by Cyara's Pulse application. Guardian monitors your Contact Centre from your customer's perspective. No additional hardware or licensed software is required to provide real-time insights (into the palm of your hand if you wish), about how your cloud Contact Centre is performing enabling you to identify issues, troubleshoot problems, and ensure that you deliver the best possible experience to your customers every time.

Features

Guardian simulates customer interactions by periodically initiating calls, e-mails, chat requests, etc that target your Contact Center. If interactions exceed the maximum pre-defined time thresholds or result in a failed test case, you are alerted by SMS or e-mail with details of the specific failure – in many cases before you or the service provider knows about it. Guardian ensures all channels and connections to backend systems – like customer databases – respond to input in a timely manner, and that business rules around things like time of day or agent routing work as intended. When a problem occurs, you know about it immediately and can respond accordingly. In addition, you have real data you can use to monitor compliance with agreed SLAs. Guardian can monitor inbound/outbound voice, email, web and chat channels and observes the customer experience from the customer right through to an agent.

Dashboards and mobile applications are available to operations and management for real time visibility, and these can be linked to business unit impact assessments.



Cyara Pulse Mobile Dashboard

Guardian gives you visibility, a sense of control, and comfort that you know exactly how your Cloud Customer Engagement platform is performing – in real time, across your eco-system.

Options

Guardian is available in Standard and Premium options.

	Standard	Premium
Channels		
Voice	✓	✓
Chat		✓
Email		✓
Web		✓
Services		
Call/interaction routing	✓	✓
IVR	✓	✓
Database dips	✓	✓
Voice quality analysis (MOS)	✓	✓
Support		
Business hours; standard SLA	✓	✓

- Minimum 6-month term
- Call costs are invoiced at cost in addition to the Guardian monthly charge