

THE PROBLEM

Unparalleled growth in the contact center industry, including the telesales sector has also caused a boost in the contact center software sales. Call recording and quality monitoring software is currently in high demand. Based on a SAAS (Software – as – a – Service) model contact centers can now offer call recording, quality monitoring, coaching, customer surveys, and speech analytics to other businesses. Contact centers can now obtain a 360 degree view of each client in real time while sharing a central knowledge base with sales, marketing and billing departments.

The software being tested was a telesales solution which enabled the staff to perform the following functions:

- Get both sides of the call: Caller and Agent
- Create evaluation forms with an easy-to-use point and click design interface
- Easily access, playback and follow calls to make quick work of evaluating agents
- Format control the way you want it - to meet your center's needs
- Have total flexibility in weighting and reporting - to meet your performance goals
- Easily share results with agents and managers, for maximum impact

The product was a combination of both hardware and software which could store recorded calls and present and statistical analysis of data. During implementation the client was facing issues relating to product quality and system configuration.

The client was in search of a quality testing partner who could help deliver an error-free and stable product to the end user.

THE APPROACH

To meet client's requirement, Kualitatem QA experts suggested manual testing of the system's configuration environment. Call quality was analyzed by call listening, and a statistical analysis strategy was chosen for evaluating data quality.

Testers were provided with the real environment in which application had to work. Application was tested with chosen strategies and following major issues were found in the system:

- ✓ Call dropping
- ✓ Call not forwarding
- ✓ Call not properly completed
- ✓ Call not recorded
- ✓ Voice data packets loss during transfer
- ✓ Voice data packets loss during storage
- ✓ Calls were not properly being posted at user interface
- ✓ After performing the statistical analysis our client was provided with reports comprising of the details like
 - ✓ Calls which match accurately
 - ✓ Calls which didn't record
 - ✓ Calls which didn't match accurately

Later on, all encountered issues were reported with the help of Bugzilla, a Web-based general-purpose bug tracking and testing tool.

SUMMARY

The contact center industry critically relies on the software being used to manage call volume and quality, monitor agent performance and control scheduling and forecasting. Keeping these factors in view our QA team tested the application and eventually reported all encountered issues to the client. All critical issues were fixed by the development team at the client's end, resulting in a high quality product.