

TotalPath Tester

Elevate Customer Satisfaction and Revolutionise your Telephony Services with TotalPath Tester A fully featured, automated Journey Testing solution designed to enhance telephony-based customer interactions.

The Value For You

- **Enhanced Customer Satisfaction:** Ensure customer issues are resolved on the First Point of Contact (FPoC) with advanced automated testing.
- **Increased Efficiency:** Automate tedious testing processes, freeing your team to focus on innovation and service improvements.
- **Reduced Errors:** Minimise human errors and service disruptions with comprehensive automated testing.
- **Regulatory Compliance:** Meet evolving regulations and demonstrate a commitment to customer satisfaction, protecting your brand and avoiding fines.
- **Cost Savings:** Reduce the high costs associated with manual testing and error correction, improving overall operational efficiency.

In a World of Fast-Paced Customer Demands, Stay Ahead with TotalPath Tester

In today's competitive landscape, meeting and exceeding customer expectations is critical. Despite the rise of digital channels, voice-based services remain essential. Customers demand efficient and effective voice interactions, fueled by advancements in Natural Language Processing (NLP). The key metric? Solving customer issues on the First Point of Contact (FPoC).

Many organisations struggle to evaluate their services accurately from the customer's perspective. Traditional tools fall short, lacking integration with modern cloud consumption models. Enter TotalPath Tester by Nopaque, an on-demand, cloud-based testing solution available through Amazon Web Services Marketplace. Start validating your services in just a few clicks.

Why TotalPath Tester is the Game-Changer for Contact Center Operations

Empower Your Teams

High costs and inadequate tools force teams into time-consuming manual testing, increasing the risk of errors and service outages. TotalPath Tester offers an affordable, automated alternative, freeing your team to focus on enhancing customer experiences.

Ensure Accuracy and Efficiency

Automated testing minimises human error, ensuring backend service changes don't disrupt customer journeys. TotalPath Tester's robust features deliver comprehensive coverage, reducing the risk of service failures and improving customer satisfaction.

Adapt and Thrive in a Rapidly Changing Environment

With customer demands evolving and regulations tightening, TotalPath Tester ensures your services meet high standards. Protect your brand and avoid costly fines by demonstrating a commitment to quality and customer satisfaction.

1000%

*** Reduce existing IVR testing cost by up to 1000%**

Eradicate spend on unused capacity purchased to cover peak demands and pay only for what is consumed. Pre-purchase capacity to reduce cost even further.

- On-demand & elastic cloud scalability
- Run tests when you need to
- Avoid capacity planning mistakes
- Avoid contract re-negotiations
- Scale team testing capability
- Avoid out of hours manual testing

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Key Capabilities

- **Automated Scheduling and Alerts:** Configure automatic test schedules and receive alerts for any service issues.
- **Ad Hoc and Regression Testing:** Run tests on development services and verify changes post-implementation.
- **CLI Integration:** Use the CLI for extensive test coverage, triggering single or batch tests as needed.
- **Visual Test Design Tool:** Easily design tests with a visual interface, navigating IVR systems with voice prompting and DTMF.
- **Detailed Reporting:** Access in-depth reports, including call-level details, timing, outcomes, and audio recordings.
- **Continuous Monitoring:** Set up continuous monitoring with customisable alerts to quickly identify and resolve issues.
- **End-to-End Validation:** Validate complete customer journeys, ensuring services are optimised to meet customer needs effectively.

20x

** Execute migration and change validation 20x faster

Remove the fixed capacity limitations offered by non-scalable tooling. Allow engineers to compact higher coverage tests in smaller amounts of time with CLI CI/CD integration.

- Run 1000s of tests in parallel
- Remove prohibitive tool complexity
- Embed testing in the change cycle
- Gain visibility into journey logic
- Improve change safety and success
- Automate end-to-end regression

10x

*** Increase Service Availability by 10x

Operate continuous monitoring and alerting as well as improve post change test coverage capacity and speed. Resulting in less outage, more stability and greater customer satisfaction.

- Choose a schedule that suits MTTR
- Validate services continuously
- Capture pre/post change documents
- Uncover service failure faster
- Provide team visibility
- Increase validation coverage

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How To Use It

- **Continuous Improvement:** Regularly test and refine telephony services to adapt to changing customer demands.
- **Regression Testing:** Automatically verify service stability after changes, ensuring consistent customer experiences.
- **Performance Monitoring:** Conduct load and performance tests to identify and resolve potential issues before they affect customers.
- **CI/CD Integration:** Embed automated tests within CI/CD pipelines for end-to-end validation of service updates.
- **Alert and Notification Systems:** Set up alerts to proactively address issues, preventing customer complaints and service outages.

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For more information on the Nopaque Products, TotalPath and our website, or to get in contact with us regarding our free Proof of Concept, use this QR Code.

* In direct comparison with incumbent solutions in enterprise settings, an order of 10X cost reduction is achieved when using TotalPath due to the flexible pricing and on-demand elastic platform. In most cases, customers of incumbent systems are forced to purchase costly capacity (telephone lines) which are then not utilised to their full potential. Please see the Appendix section for more details. The solution and business model is highly competitive by design. Nopaque offer no-obligation complimentary no-charge presales consultancy and transparent projections for a confident engagement.
** Limited line capacity in incumbent platforms means that tests need to be conducted sequentially. Usually this will also involve manual testing and therefore results in poor coverage after changes have been implemented. If organisations are testing thoroughly, it is likely that a 100 minute test cycle to validate a change, in which 100s of journey paths are validated, could be reduced to the time it takes to complete the longest call. This also helps to prevent engineering fatigue, where the responsibility is on them to manually test everything, usually during unsociable out of hours changes.
*** In organisations leveraging existing platforms, there is usually priority given to monitoring, however with only a few lines available to do so, a very limited amount of the important services are continually validated. Coupled with the need to perform post change testing, all capacity is used up, resulting in the likelihood of impact to customers due to change, or undetected failures. Using TotalPath avoids this because capacity isn't costly and therefore the concept of priority doesn't impact the need to perform continuous monitoring and ad-hoc regression testing at the same time.