

TotalPath Mapper

Elevate Customer Satisfaction and Revolutionise your Telephony Services with TotalPath Mapper A comprehensive automated discovery of Interactive Voice Response (IVR) systems to enhance telephony-based management and experience.

The Value For You

- **Enhanced CX Development:** Creation of accurate visual and JSON codified maps to allow and integrate with engineering and decision making effectively.
- **Increased Efficiency:** Integrate mapping metadata with testing and other dynamic interactive processes, freeing your teams to focus on innovation and service improvements.
- **Reduced Errors:** Minimise human errors and service disruptions by comprehensive automated discovery.
- **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 discovery and error correction, improving overall operational efficiency.

10x

* Reduce existing IVR discovery cost by an order of magnitude

Eradicate spend and time wastage by eliminating manual and error prone IVR discovery efforts

- On-demand & elastic cloud scalability
- Run automated mapping events and schedule when you need to 24/7
- Avoid out of hours manual discovery
- Run mapping jobs in parallel
- Gain visibility into journey logic
- Support and enhance migration efforts and rapid reconstruction of IVR systems
- Leverage source map metadata to drive automation processes

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

An IVR tree is essentially a flowchart that defines how calls are routed within the system based on user inputs. When an accurate representation of an IVR service is missing, a team must manually reconstruct it. This can involve tracing through large code bases, listening to call recordings or manually calling to understand the user journey. This process is not only tedious but also prone to mistakes and quality issues, leading to potential disruptions in service. Without an automated way to do this, it becomes prohibitively expensive, often resulting in organisations just not doing it.

Why TotalPath Mapper is a Game-Changer for Contact Center Operations

Empower Your Teams

Managing, upgrading and transforming Interactive Voice Response (IVR) systems that lack proper documentation is a challenge. IVR systems, which often prioritise self service as the backbone of many call centres, can present unique problems, that can be magnified when there is no accurate map of the IVR tree or effective tooling is not available.

Over time, these systems might have been patched and modified multiple times, often by different engineers with varying coding styles. Without comprehensive documentation, deciphering the logic and flow of the IVR tree becomes a complex and time-consuming task. This lack of clarity can lead to prolonged troubleshooting periods and increases the risk of introducing errors during updates or modifications.

Regardless of where you and others are in the organisation you can be confident that you are all aligned to a single source of truth.

Ensure Accuracy and Efficiency

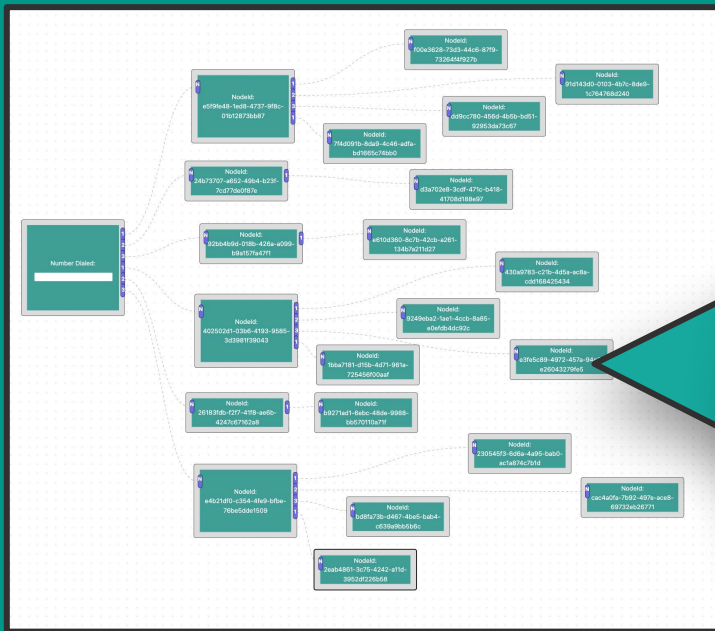
Automated mapping minimises human error, ensuring backend service changes don't disrupt customer journeys. TotalPath mapper delivers accurate and comprehensive coverage, reducing the risk of service failures and improving speed of decision making.

CLARITY MATTERS

NO-PAQUE

Key Capabilities

- **CLI Integration** Manual or realtime triggerable on-demand mapping through CICD (API).
- **Configuration driven** An interactive UI to configure mapping journey data including personal based PII.
- **Automated** test generation from map metadata to drive the TotalPath test suite.
- **Multi channel** DTMF and Voice supported.
- **Comprehensive** UI driven interactive visual view of maps, with full transcript and JSON metadata.
- **Versioning** tracking for drift measurement over IVR lifecycle.
- **Extensible** JSON outputs to drive and aid other automation processes such as migration.



Options

Menu 0

1: press one to receive a text message with a link to submit or track your claim

2: press two to receive a text message with a link to request or track your refund

#: press the hash key for any other request

Menu 2

1: press one to make a booking or change a reservation

2: press two to contact |*****

3: press three to find out more about missing or delayed baggage or about items left on board

NOPAQUE

How To Use It

- **Continuous Improvement:** Regularly verify and refine your IVR schema to adapt to changing customer demands.
- **Regression Testing:** Automatically verify service stability after changes, ensuring consistent customer experiences.
- **Drift Monitoring:** Conduct periodic mapping discovery to identify and resolve potential change induced issues before they affect customers.
- **CI/CD Integration:** Embed mapping discovery 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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CLARITY MATTERS



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.