

CUSTOMER EXPERIENCE VALIDATION SOLUTIONS

StressTest for Video

Improve CX with Video Readiness Testing

Video is the new normal for enterprise interactions. And when customers choose a video channel to interact with your brand, they expect an easy, quick and seamless experience. Our cloud-based performance testing service, StressTest for video, provides insight into your Unified Communications (UC) and Contact Center (CC) systems – ensuring your team is ready to handle peak video traffic conditions. StressTest for video goes beyond component-level testing to reveal the Customer Experience (CX) delivered under real-world conditions, with no technology investment.

Proactively Identify Risks

Whether you're installing a new UC or CC solution or upgrading existing capabilities, investing in a strategy that minimizes disruption is key to driving customer value and business revenue. StressTest for video gives you the insight to ensure your systems are provisioned and properly configured. StressTest for video ensures systems are ready for peak traffic conditions. Having this insight before going live, or after any system configuration, will give you confidence that everything will perform as expected and exceed customer expectations.



Go LIVE with confidence!

Outside-in, end-to-end performance tests in the production environment ensure that user and customer experience will be exceptional.



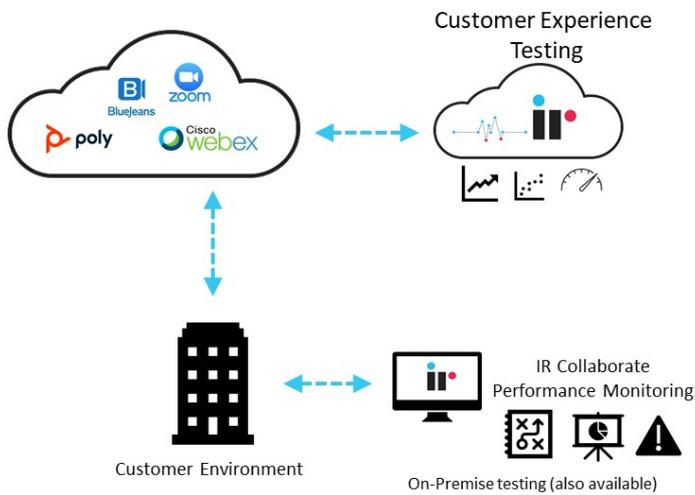
Verify capacity, performance, stability and resilience

Test to identify issues and then retest to ensure they've been addressed, and confirm the solution performs as expected under load.



Gain comprehensive video call results

The results of each video call are captured and made available in real-time, allowing you to pinpoint issues as they happen.



How StressTest for video Works

IR Testing Solutions works with you to prepare a test strategy customized to your environment. We help configure test processes that remotely generate Virtual Customer® video calls, just like real customers and users would, through the public Internet or on-prem.

- 1 Automated video test calls, using live video streams emulating actual customer or internal user traffic.
- 2 Detailed results of video test calls are published in real time.
- 3 Testing proceeds under your control so you can see how well your systems respond to maximum traffic levels.

Best Practices and Key Insights that Give You Confidence

- Testing all devices in the path of the video signal, including switches, routers, gateways, proxy servers, and endpoints, gives you the visibility you need to validate your video solution's performance under real-world traffic conditions.
- Test pre-deployment to ensure the network is provisioned to support the required number of simultaneous conferences and video endpoints expected in production.
- Test at various ramp-up rates to learn how well your video environment handles peak video session initiation rates.
- Measure and document system performance at various traffic levels to detect quality impairments such as packet loss, network congestion, and equipment overload that are triggered under expected conditions.
- Find out if either video or audio quality degrades under sustained peak load conditions.
- Measure bandwidth constraints to determine video call capacity and picture rate.
- Hold at full capacity to ensure video environment is stable for extended periods.
- Test after changes, updates, or upgrades to ensure the system still handles video traffic without degradation under normal and peak loads.
- Identify bandwidth constraints within your network environment so you can address them before they adversely impact user or customer experience.
- Identify issues in real-time so you can address them and continue testing.
- Generate test traffic in the formats you expect to deploy, e.g., SD, HD, etc., across a variety of CODECs so you can be confident your system will work the way you designed it.
- Optionally deploy Path Insight network monitoring to achieve port-level monitoring for video traffic across each network device involved.



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