

Manage Online Customer Experience with WebBeat

Customer experience validation solutions

Your online communications solution provides significant value to you and your customers, as long as everything's going smoothly.

However, if something changes in the integration between the technologies, services or applications that causes your solution to fail, both your team's and your customers' frustrations will escalate quickly.

You can avoid this by using WebBeat for Online Solutions, an outside-in Customer Experience (CX) validation testing service from IR Testing Solutions.

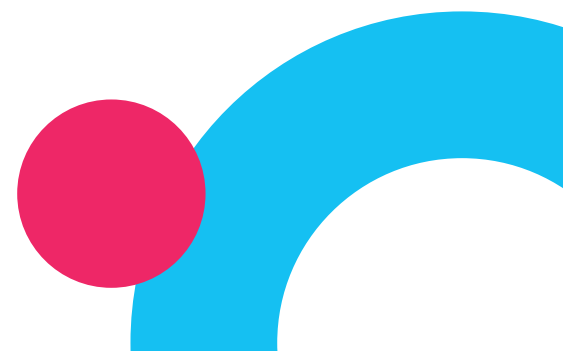
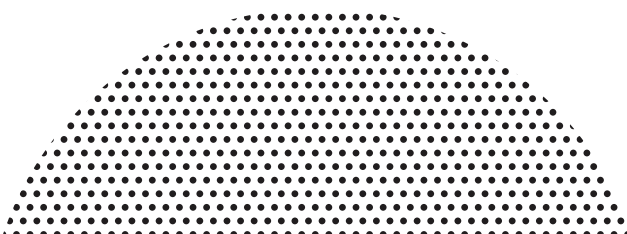
Real browser transactions access your solution through the internet at whatever frequency you specify so you can have peace of mind about the availability and performance of your online self-service solutions. By evaluating how these transactions are handled, WebBeat provides you with confidence that your online communications solution is always working, helps ensure you meet your service level requirements, and gives you documented results so you can review and control testing activity.

If unplanned performance issues occur related to web access, redirection servers, firewalls, or services, your team is notified immediately. Using the online self-service portal, you can review transaction results and control the notification process.

You'll know if customers' internet transactions reach your solution successfully, and if it performs as intended around the clock.

Top 10 Benefits

1. Automated transactions interact with your system just like real customers.
2. Confidence your solution is working as designed, 24x7.
3. Issues detected and alarmed as soon as they develop.
4. Timed and verified responses.
5. Actionable information and repeatable results help quickly identify root cause.
6. Self-service options allow you to control your monitoring strategy.
7. Historical data for trend analysis, and continuous improvement efforts.
8. Technicians spend less time finding and fixing problems.
9. You spend less time dealing with dissatisfied customers.
10. Your customers have the service experience you planned.





How WebBeat works

IR Testing Solutions works with you to define the Virtual Customer® test browser scenarios that most effectively monitor the end-to-end performance of your solution from the outside-in perspective.

You decide how frequently WebBeat browsers interact with your solution to validate the customer experience being delivered – from one per hour to continuous testing.

You don't need to purchase any hardware or software and no equipment or software is added to your infrastructure.

The WebBeat process exercises your solution according to the defined test case scenario. If the solution is unavailable or does not perform as expected – whether the response page at a given step

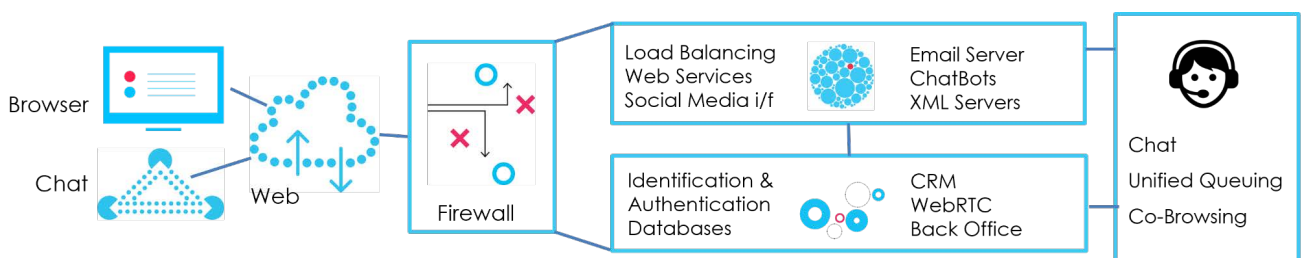
is unexpected or a response time is longer than the acceptable threshold, you're immediately notified via e-mail or SMS message.

Combinations of notifications and escalation methods are used to configure a WebBeat testing and alerting strategy that's just right for your team, business model and solution.

Data from WebBeat browser interactions, including HTML and webpage screenshots for unexpected results, are available via a secure website.

Via the portal you can control the notification process and can turn it off or on at your discretion.

You can also initiate on-demand test browser sequences to verify issues have been resolved. Every week, you receive a report documenting your solution's behavior, based on WebBeat interactions, to help you evaluate availability, optimize system performance and support problem resolution.



For more information visit
ir.com

Australia
Tel: +61 (2) 9966 1066

USA
Tel: +1 (303) 390 8700

UK
Tel: +44 (0) 1895 817 800

Singapore
Tel: +65 6813 0851