SIGOS

Do your voice response services work correctly?

Interactive Voice Response services used for instance to check a mobile phone mailbox are a common feature of everyday life. The situations in which people communicate with a speaking machine will increase, continuously in the near future.

Testing these systems is essential for network operators to assure the quality of their services and thus keep their customers. IVR systems are sophisticated and difficult to test using conventional methods, i.e. manual testing. At present complicated test runs in which frustrated employees must manually test telephone IVR systems are to a large extent standard practice.

With its innovation, SIGOS has facilitated this task. The IVR tester is designed so that even sophisticated speech menus may be recorded and recognised based on voice prompts.
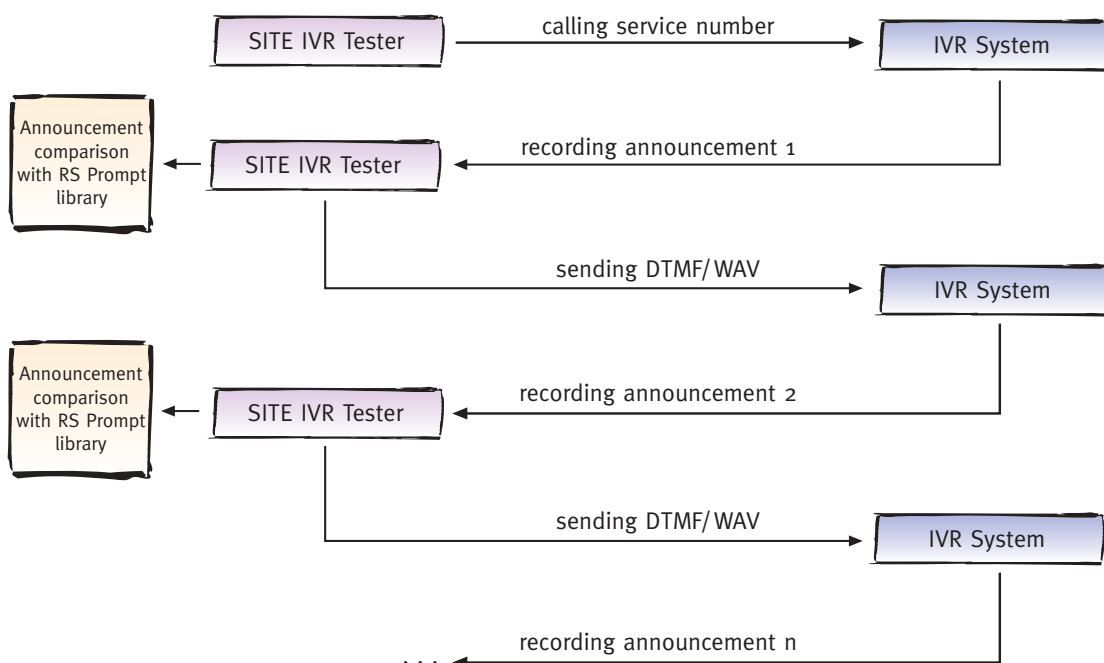
SIGOS offers you a fully automated IVR Test System!

Features

- Simulation of real subscriber behaviour
- Interfaces: GSM/GPRS U_m, UMTS U_u, ISDN S_o, GSM A and ISUP
- Scalable architecture: from stand-alone system to widely distributed system
- Detailed test reports
- Central SIM Multiplexer: infinite number of SIM cards can be managed
- Testing IVR trees
- Voice mailbox tests

- Resource allocation for different users or groups
- Announcement comparison based on voice prompts
- Easy integration of new voice prompts
- DTMF and voice stimulation
- Customer specific extension
- Several languages available
- Language independent

IVR systems need to be checked in respect to:

▶ Availability of voice services
▶ Correctness of announcement
▶ The structure of the entire IVR system

SIGOS IVR Test System Procedure

SITE IVR Tester	calling service number → IVR System

Announcement comparison with RS Prompt library ← SITE IVR Tester ← recording announcement 1 ← IVR System

SITE IVR Tester → sending DTMF/WAV → IVR System

Announcement comparison with RS Prompt library ← SITE IVR Tester ← recording announcement 2 ← IVR System

SITE IVR Tester → sending DTMF/WAV → IVR System

. . . ← recording announcement n ← IVR System

Your benefits

▶ Automated testing: avoid time and money consuming manual tests

▶ Increase reliability of the GSM and UMTS networks → ARPU

▶ Increase customer satisfaction

▶ SQM: monitoring and measuring of service availability and quality → Ensuring SLAs with precise KPIs

▶ Scalable architecture: from stand alone to widely distributed systems

▶ Central SIM Multiplexing → No "SIM card traveling"

▶ Quick detection of problems due to parallel testing at any time

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