Cyara LiveVQ

Monitor At-Home Agent Voice Quality in Real Time to Assure Flawless CX

LiveVQ empowers cloud contact centers to take back control over dispersed workforces with real-time voice quality and call connectivity monitoring, plus automatic delivery of actionable data. This drives swift resolution of problems that take agents offline and tie up IT, allowing you to quickly resolve issues that negatively impact your at-home agents' ability to serve customers with flawless CX.

More than ever before, today's modern contact centers are accommodating remote workforces, whether agents are working from home or offshore. Managing technology for these agents is fundamentally more challenging than it was when agents worked from within the walls of hardened contact centers where businesses had visibility and control of all environmental factors, and on-hand technical support available to resolve issues when they surfaced.

Further contributing to these challenges is the move to cloud-based contact center platforms, which offers a myriad of valuable benefits, but at the cost of visibility and control.

Losing the ability to quickly diagnose, troubleshoot, and resolve at-home and remote agent voice quality issues is one of the most impactful ways that companies are experiencing fallout from these compounding challenges.

LIVEVQ BENEFITS FOR CALL CENTERS

Gain Control & Visibility
Reduce IT effort in diagnosing the source of voice quality problems, and collaborate with contact center teams over trending and real-time data for worldwide workforces.

Reduce Mean-Time-to-Repair with Real-Time Diagnostics
Provide IT with automatic alerts that display actionable, live call and connectivity data, driving faster root-cause analysis and resolution, and helping IT get agents back to taking calls, serving customers, and making sales.

Improve Agent Productivity
By reducing voice quality issues and time to resolution, you can lower average handle times and improve agent utilization, keeping your representatives on the phone supporting customers instead of diagnosing call quality issues.

Improve CSAT, Reduce Churn & Increase Sales
Assure voice quality allows agents to clearly communicate, so they can help customers resolve issues, win brand loyalty, and meet top-line sales objectives.

When agents can't take calls because of bad connections and IT teams are overwhelmed with escalations that lack data necessary for effective root-cause analysis and resolution, it directly impacts the business metrics that matter. Studies show that poor voice quality increases average handle time by **27%**, and when calls take longer, productivity, sales, and customer satisfaction plummets.

Now that the way we work has changed forever, organizations need technology to help address the challenges of managing remote agents and help them deliver flawless CX from anywhere—and everywhere.

Meet Cyara LiveVQ, a solution that empowers brands to deliver flawless CX by enabling real-time monitoring, diagnoses, and resolution of voice quality and agent connectivity issues that negatively impact your customers' experiences.

LiveVQ provides contact center technical teams with live data about ISPs, agent CPU and memory, and MOS score for every call, reducing time and effort IT must dedicate to issue troubleshooting and root-cause analysis. This translates directly to more support tickets cleared faster, and less time and effort spent on troubleshooting and root-cause analysis. With LiveVQ collecting, aggregating, and organizing live call telemetry data that drives faster issue resolution, at-home agents can have better quality calls. This reduces churn, boosts customer satisfaction, and supports sales.

Lightweight, secure, and privacy compliant, LiveVQ runs in the background of agent workstations, passively monitoring live calls and providing real-time system performance data.

From a desktop application installed on each agent cloud contact center workstation, LiveVQ transmits network data to contact center operations and IT teams. When voice quality

degrades, agents use their LiveVQ Desktop Application to communicate the problem.

Best of all, these alerts contain the exact, actionable data about potential root causes, like poor Internet or network stability, reliability, and hardware configuration. Now supervisors and IT have all the information they need, right at their fingertips, to troubleshoot and resolve voice quality, connectivity, and other live call issues for agents working from anywhere in the world.

In addition to empowering agents to report issues, LiveVQ is monitoring all calls and alerting contact centers about voice quality, connectivity, and other live call issues if pre-set thresholds are breached.

At any time, supervisors and IT can view historical and real-time data about voice quality performance for individuals or groups of agents via customizable dashboards that aggregate and display environmental and technical call data. This enables them to identify geographic or carrier-specific outages and voice quality trends.

CYARA

Today, having a way to monitor, manage, and quickly resolve issues that at-home contact center agents experience is no longer a "nice-to-have." Instead, it's a necessity in order to keep your contact center productive, meet your performance goals, and ultimately deliver quality customer experiences.

LiveVQ delivers superior CX with these key features:

Agent Desktop Application

Active on each agents' virtual workstation, this application empowers agents to immediately notify supervisors and IT on voice quality issues as soon as they occur. LiveVQ autonomously flags poor voice quality, too, so you'll never have to wait for an agent report that doesn't come in.

Home Environment Health Checks

Ahead of every shift, your agents will launch a quick voice quality home environment heath check to ensure they are set up for success and ready to clearly communicate with your customers. Every two hours, LiveVQ will initiate these checks to make sure things are still running smoothly.

Visibility of Trending & Real-Time Call Quality Data

At all times, LiveVQ is collecting, aggregating, and displaying call data for contact center agents. Supervisors and IT can view this data any time via customizable dashboards that display individual and agent team call metrics. This helps you identify in-the-moment or trending issues causing poor voice quality during customer calls.

Agent-Initiated & Autonomous Issue Alerts

When voice quality degrades during a customer call, agents or LiveVQ will send an alert, which contains all the relevant call data about the problem so support teams have what they need to review, diagnose, and resolve issues swiftly.

LiveVQ is Part of the Award-Winning Cyara Automated CX Assurance Platform

The award-winning Cyara Automated CX Assurance Platform enables companies to deliver better CX with less effort, cost, time, and risk. Cyara supports the entire CX software development lifecycle, from design to functional and regression testing, load testing, and production monitoring, ensuring enterprises can build flawless customer journeys across voice and digital channels.

VELOCITY	BOTIUM BOX	CRUNCHER	PULSE	LIVEVQ
Functional & Regression Testing	Chatbot Testing & Assurance	Performance Testing	Customer Experience Monitoring	Voice Quality Assurance

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