



Continuous Testing in Call Centers Vendor Checklist



Continuous Testing in Call Centers: Vendor Checklist

There are many considerations that need to be taken into account when investing in a piece of software so vital to the running of your call center's technology.

To help you cover all your needs, we have put together this handy vendor comparison checklist. We've even left some space for you to add any additional considerations that may be bespoke to your organisation.

	Occam	CYARA	EMPIRIX	Other
Test types				
IVR Discovery	✓	✓	✗	
In-country testing	✓	✓	✗	
Load/Capacity testing	✓	✓	✓	
Functional testing	✓	✓	✓	
24/7 monitoring	✓	✓	✓	
Audio quality analysis	✓	✓	✓	
Cloud or On-premise options	✓	✓	✓	
Real-time analysis	✓	✓	✓	
Web agent replication	✓	✓	✓	
Inclusive IVR discovery	✓	✗	✗	
Audio comparison	✓	✗	✗	
Language agnostic	✓	✗	✗	
Access and features				
PAYG pricing	✓	✗	✗	
Full feature access	✓	✗	✗	
Software documentation	✓	✓	✓	

Additional Business Considerations

e.g. Does it match current testing processes