# CYARA

# Pulse

## Track Real-Time CX Performance with Automated Production Monitoring

## PULSE FEATURES

### Real-Time Alerts
Customize alerts and exception-based notifications to automatically alert you when CX issues occur, like when interactions exceed pre-defined time thresholds, backend systems lag, or test cases fail.

### Automated Troubleshooting
Sequence test cases to run based on failure of previous test cases, so you can quickly resolve CX problems.

### Customizable Dashboards
Tailor and organize Pulse dashboards to show relevant information for each user's role.

### Multi-Environment CX Monitoring
Deliver incident management and automated troubleshooting across all channels from the workspace you're in, including operations centers, web platforms, and the Pulse mobile app.

### Simplified CX Collaboration
Share Pulse-generated CX performance information via any collaboration app, including Slack, Skype, email, and messaging.

### Agile & DevOps Enablement
Integrate Pulse technology with Splunk for IT monitoring, and ServiceNow and PagerDuty to automate incident management.

You've worked hard to build trust with your customers by delivering a high-quality customer experience (CX). To keep them coming back, it's important that you monitor CX from the customer's perspective to ensure your complex systems work together, flawlessly, to continue to delight your customers.

In live environments, across every communication channel, you need constant visibility of your CX, and real-time notifications on issues automatically delivered to your team, so you can resolve problems before customers have to experience them.

**Meet Cyara Pulse, your partner in monitoring live CX to ensure performance continuously meets customer expectations.**

Pulse keeps watch on your CX, automatically monitoring interactions from both the agent and customer perspective, mimicking their behavior, and providing you with real-time visibility of CX performance. Pulse gives you the power to monitor CX from anywhere you are working, with fully functional dashboards for the web and wallboards in operations centers as well as a mobile app.

Pulse uses Robotic Process Automation (RPA) bots to automatically generate agent and customer interactions that simulate real-world contact scenarios. At regularly scheduled intervals, Pulse fires off synthetic calls, chats to chatbots and web chat, and other interactions, giving you the clearest picture of your entire customer experience infrastructure, including all integration points and handoffs between systems.

Pulse makes collaboration easy, providing both IT and executive users multiple ways to quickly view and share vital information about CX performance. Pulse's customizable dashboards and mobile app let you choose the level of detail you see, and organize information in ways that make sense to you, including by business unit, customer type, or by channel. You can then filter customer journeys by failed, satisfactory, and successful interactions, to focus on the highest-priority issues first.

# Pulse Gives You **Comprehensive, Continuous CX** Assurance

Cyara Pulse makes it possible for CX business and operations teams to monitor their CX systems across all channels, quickly identify CX problems, and accelerate issue resolution.

## Production Monitoring

### Incident Management

Track the most critical aspects of your CX from a centralized hub where you can view and share the pertinent details needed to take fast, corrective action and limit business impact.

### Quicker Time-To-Resolution

Minimize the time it takes to get back on track with configurable logic, advanced filtering capabilities, and intuitive reports that deliver incident details in real time.
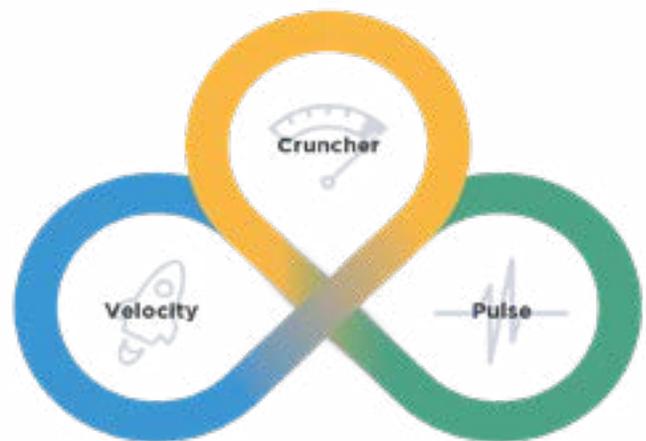
### Comprehensive Coverage

Monitor customer journeys across digital and voice channels, and spanning self-service to agent-assisted interactions.

### Results You Can Broadcast

Share every detail of identified issues with integrated communication channels, so development has what they need to resolve issues, and executives can see the system working.

## Pulse 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.