iS² Stress Test Load Generation Service for Call Centers -
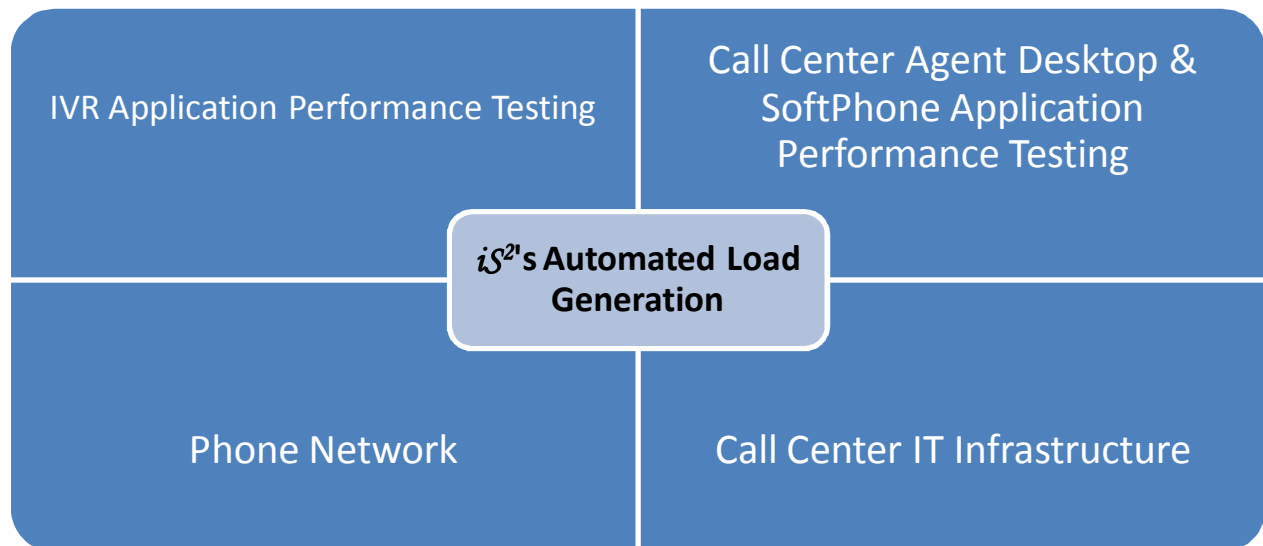## Automate load generation - reduce cost of testing call center performance

IVR Application Performance Testing	Call Center Agent Desktop & SoftPhone Application Performance Testing
Phone Network	Call Center IT Infrastructure

iS²'s **Automated Load Generation**

Summary:

Performance and Stress Testing of Call Center Applications such as IVR and Call Center Agent Desktops is rarely performed due to its high cost and complexity. The *iS²* **Performance and Stress Test Load Generation service for Call Centers** is the alternative to costly, manual load generation of Inbound Calls, Emails, SMS, Chat Requests that is traditionally deployed in call center stress and performance tests.
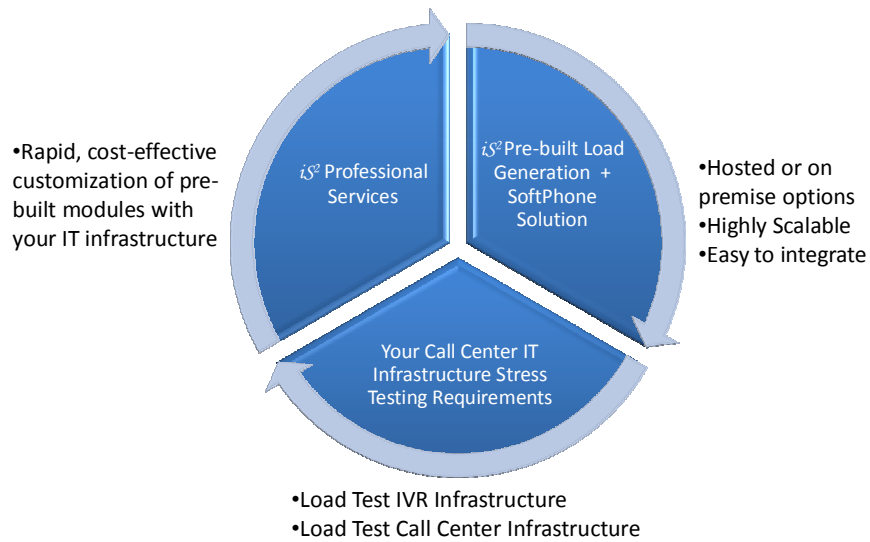
Description of *iS²* Deliverables:

1. **Test Planning:** Configure a pre-determined **type of incoming Call** or **Email or SMS or Chat Request** for use during stress test.

2. **Demand Creation:** Generate a sustained pre-determined quantity of incoming calls, email or SMS or Chat Requests over a pre-determined period of time so as to induce stress in the call center infrastructure.

3. **Supply Creation:** Generate a pre-determined number of SoftPhone instances to accept incoming calls, emails, SMS and Chat requests during stress test.

4. **Monitoring:** Monitoring key Call Center metrics at the network, OS and app levels

5. **Analysis:** Analyze root cause of performance bottlenecks.

6. **Documentation of test results.**

Benefits:

- ✓ **Low Cost Service – No capital investment required, pay per use only.**
- ✓ **Replace costly, cumbersome manual load generation with cost-effective, automated, consistent load generation.**
- ✓ **Our service is cost-effective enough to make load testing a part of every regression test.**

- ✓ **Positive Load Testing - Prove that call center infrastructure can meet the required load.**
- ✓ **Negative Load Testing - Identify the upper limit for call center infrastructure so as to better understand the capabilities and risk.**

- ✓ **Highly Reliable**
- ✓ **Highly scalable to meet your high watermark inbound call requirements.**
- ✓ **100% Hosted or on premise option available**

iS^2 Stress Test Load Generation Service

•Rapid, cost-effective customization of pre-built modules with your IT infrastructure

iS^2 Professional Services

iS^2 Pre-built Load Generation + SoftPhone Solution

•Hosted or on premise options
•Highly Scalable
•Easy to integrate

Your Call Center IT Infrastructure Stress Testing Requirements

•Load Test IVR Infrastructure
•Load Test Call Center Infrastructure

Features:

Feature	Trial	Enterprise
1. **100% Hosted Solution option available** (on-premise for large implementations)	√	√
2. **Stress Test Load Generation for Testing Call Center Infrastructure:** a. Configure simple test call that can be consistently generated to test call center infrastructure over a pre-determined test duration. b. Calls can be stepped up or down to identify exact load that causes system performance to degrade below acceptable limits c. Ability to vary load in real time greatly assists in the identification of the root cause of performance bottlenecks.	√	√
3. **Stress Test Load Generation for Testing IVR Applications:** d. Configure test call to be able to traverse a pre-determined IVR application Voice Path so as to exercise speech recognition and key back end integration points. e. For example, sample call can mimic a customer's response to the voice User interface of a specific IVR application.		√
4. **Automated Call Center Agent Desktop Instantiation to mimic agent login -** a. iS^2 can assist with the creation of a pre-determined number of agent logins on existing Genesys supported telesets that can be used to accept the incoming calls during a given stress test. b. This is achieved by using iS^2's *SoftPhone for Genesys Labs* that can be hosted or deployed on premise.		√ (optional)
5. **Monitoring of Call Center Infrastructure performance during stress test:** a. Monitor key metrics in the Genesys Layer b. Monitor key metrics on the OS Layer c. Monitor key metrics in the Network Layer using tools such as Wireshark		√ (optional)
6. **Analysis of performance bottlenecks to identify root causes –** iS^2 specializes in optimizing performance of Genesys Lab based Call Centers and GVP IVR systems and can assist with troubleshooting performance bottlenecks..		√ (optional)