

# Voiyager Dynamic Application Discovery

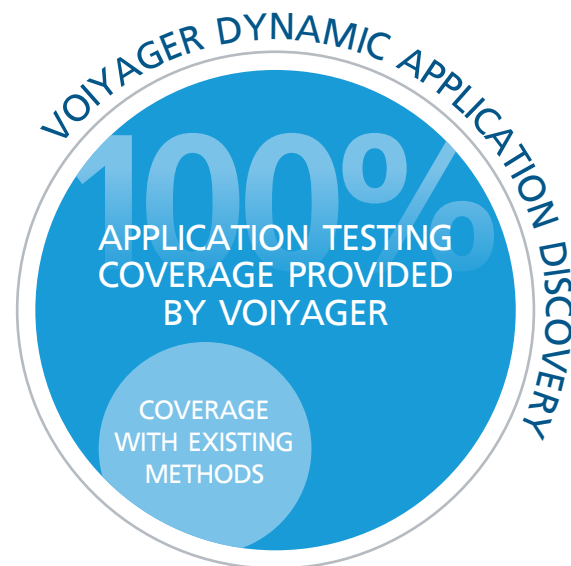
## THE FUTURE OF VOICEXML TESTING IS NOW

### How much of your VoiceXML are you testing now?

The traditional methods used to test VoiceXML Interactive Voice Response (IVR) applications have minimal capacity to evaluate applications from end-to-end and fail to expose potentially critical service failures. Existing load testing tools coupled with development testing and Quality Assurance (QA) cycles impose costly burdens on the development lifecycles and still fall short of providing a full evaluation of all potential quality risks. Producing higher quality applications within the resource constraints placed on the development projects is not practical or even possible with the technologies and methods available until now.

Voiyager uses patent-pending technology to improve VoiceXML application quality while actually reducing your development lifecycles. Unlike any other method available today, Voiyager goes beyond the standard manual testing and simple load testing to deliver real time analysis of your VoiceXML applications.

Voiyager provides valuable data about how your IVR system will interact with customers. This gives your development team an automated, time saving, exploration method that brings the power of extensive end-to-end testing before your application is deployed.



For years developers of VoiceXML applications have settled for manual testing processes. These manual efforts are very time and resource consuming and, at best, can only cover about 20-25% of the total application. This leaves nearly 80% of the application untested. The results are production level issues that cost time, money, and service failures. **Now with Voiyager, you can be assured of 100% application testing.**



### FACT

Bugs found in production are typically not on the common paths, as only 25 percent of the average call flow is tested after a code freeze and less than 10 percent of the error paths are tested.

### RESULT

Your customers are debugging your applications for you – that's scary!

# Main Voiyager Features

## DYNAMIC APPLICATION DISCOVERY

- >> User provides only the initial application URL and starts the discovery process
- >> Voiyager places simulated calls to your application exploring every go right and go wrong path in the application
- >> When complete, the user can review issues found during the discovery
- >> If open grammars (account number, pin, etc.) are found, the user will be able to provide valid data and instruct the discovery process to continue
- >> Voiyager identifies problems, possible problems, and enables the user to train the system to flag for specific problems

Once the Exploration process is complete, Voiyager provides a complete visual call flow diagram of your application, which includes a complex collection of dialog state information and all of the dialog state attributes, complex call paths and the history of every test call placed.

## REGRESSION TESTING

- >> User selects previously discovered application and starts regression test
- >> Voiyager regression tests report all known issues and changes
- >> User accepts all or some of the identified changes
- >> Voiyager regressions tests can be run any time after initial exploration

By executing the calls captured during an Exploration Process at a later date or against a different test system, a user can determine if an application has changed or if an execution environment is different. By reviewing the changes, a user can identify differences between their development and production environments as well as normal areas of variation so that they are suppressed in future tests.

## BROWSER PHONE

- >> User can interactively place calls into an application
- >> Replay calls quickly
- >> Exchange bookmarked calls with others

Users can utilize customized bookmarks to reevaluate their application components without needing to retest an entire application.



For more information on how to purchase Voiyager contact us at 877.800.0793 or e-mail [info@voiyager.com](mailto:info@voiyager.com)

## LOOK AT THESE ACTUAL RESULTS!

- >> Found 26 bugs in a production application in less than 40 minutes
- >> 60% reduction in VoiceXML application lifecycle costs, \$250,000 savings
- >> QA infrastructure savings realized equal to \$300,000 annually
- >> 100,000+ automated test scenarios in only 18 hours, \$280,000 savings

## A COMPLETE SOLUTION:

- >> Entire VoiceXML application lifecycle process improvements
- >> The only full application exploration technology
- >> Immediate problems or risk identification
- >> Early bug detection and resolution
- >> Improved regression testing process
- >> Integrated business logic review
- >> System monitoring and load testing
- >> And ultimately, higher quality applications – **the first time**

## FEATURES INCLUDE:

- >> Instant feedback on your complete application call flows, not just the common paths
- >> Efficiency improvements in development, quality, and acceptance phases
- >> No extensive set up process to start testing, only the URL is needed