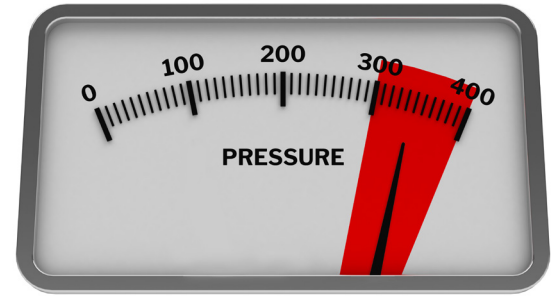# CYARA | Cruncher

Ensure Your CX Delivers, Even at Your Busiest

PRESSURE

Your contact volume increases in times of high visibility, for example, when you launch a new product or take on additional customers as the result of a merger. Cyara Cruncher helps you be prepared for these high-pressure situations. Cruncher also assures your CX performs under pressure after more routine changes, such as system updates, version upgrades, or ongoing changes to your CX.

Cruncher automatically generates thousands of customer calls, emails, or web interactions, simulating real-world customer contact and helping you verify that your systems work at scale. You can simulate sustained traffic loads, sharp peaks, and controlled volume in tests that are easily configurable and repeatable. With Cruncher, you can test your systems at scale, and reduce the risk associated with CX changes, infrastructure replacements, and upgrades.

Cruncher is a core component of the Cyara CX Assurance Platform, which accelerates CX innovation and ensures the delivery of flawless customer experiences with capabilities for Design-Driven Assurance, Performance Testing, and Production Monitoring.

Test Your CX at Maximum Performance

Automated
Automatically simulate customer contact from the outside in

Scalable
Scale to thousands of calls, simulating peak volume and worst-case traffic patterns

Lower Costs
Identify issues and eliminate costly production defects
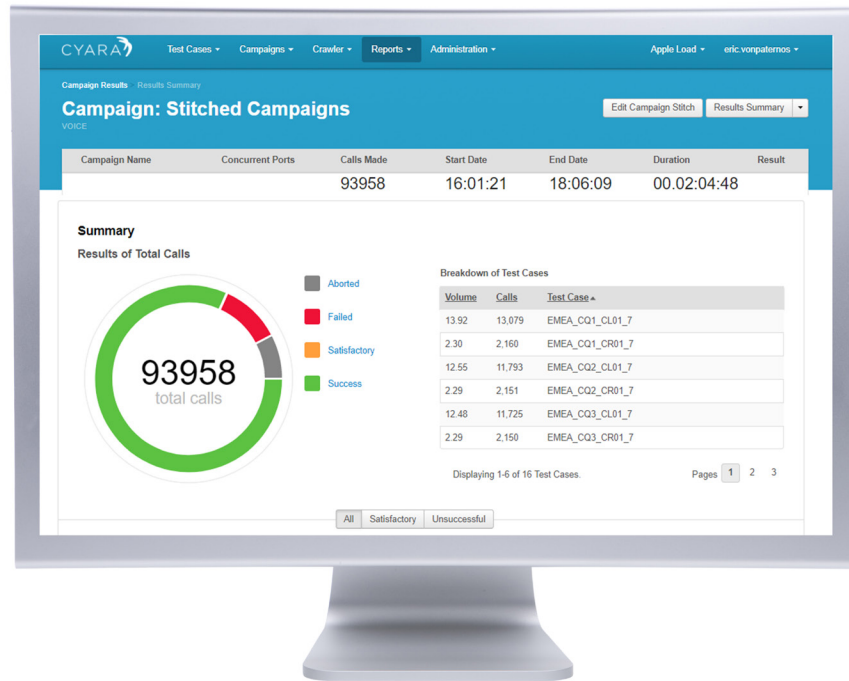
Flawless CX
Find defects before your customers do

Cruncher Ensures Your CX Delivers at Scale

Cruncher pressure-tests your CX by automatically generating thousands of customer interactions.

With Cruncher, you can be confident that your system performs under pressure. Cruncher brings rich voice validation capabilities that test your voice processing systems, call center services, telephone lines, and other telephone-related services enabling you to detect such defects as jitter, busy tones, call drops, dead ends, failure to respond correctly, network failure messages, DTMF volumes, clicks, and noise. Similarly, Cruncher can test your routing and CTI, as well as your website, chat, chatbot, email, and SMS systems. You can even test performance under disaster recovery procedures.

Automated Test Execution
Automatically generate tens of thousands of simultaneous interactions, ensuring systems work at scale

Comprehensive
Test voice, routing and CTI, as well as website, web chat, and email, end-to-end

Flexible Performance Testing
Simulate and test your typical and peak call volumes, an unusually large number of interactions in a short period, sustained call volume over extended periods, as well as outages leading to disaster recovery

Drill-Down Reporting
Identify outliers in high-level CX metrics, and drill down for root cause analysis

Configurable
Easily build test cases, and simulate the customer journey mix that meets your testing requirements

Extensible
Import data from any REST API-compatible application to augment insights

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globalCX

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