

QUALITY TESTING SERVICE OVERVIEW



IQ Services offers risk management and customer experience test planning and implementation services for voice business solutions and contact center technologies. For more than 11 years, IQ Services has delivered value and unparalleled customer service to a diverse clientele, ranging from small business owners to Fortune 500 corporations.

IQ Services focuses on testing and monitoring the end-to-end performance of complex and integrated telecommunications technologies from the customer perspective including: IPT, TDM, ACD, PBX, IVR, auto attendant, voice mail system, speech recognition (NLSR), TTS, VXML, middleware, management reporting, call routing, screen pop, agent routing, CTI, Web servers, media servers, gateways and more.

IQ Services' sophisticated tools and methodologies allow us to tailor our services to meet your unique business solution testing needs.

Customer Care and CRM ▪ Presence ▪ Self-Service ▪ Web Services ▪ Security Dial Plan and Voice Authentication
Disaster Recovery/Business Continuation ▪ Multi-location/Intelligent Call Routing ▪ Service Oriented Architecture
Convergence and Unified Queuing ▪ IP Telephony

HOW CAN YOU ENSURE YOUR EFFORTS PAY OFF SO CUSTOMERS USE THE SOLUTION AND HAVE THE BEST EXPERIENCE POSSIBLE?

You look for a seasoned, testing services partner to help manage the risks at all steps of the "Business Solution Life Cycle." From planning through production, IQ Services helps you employ the best quality assurance test practices for your voice and Web customer-facing solutions. Whether you need comprehensive test planning and implementation services or a single managed service to support your in-house teams, you can trust IQ Services to deliver high quality support, experienced people, and proven testing methods.

FEATURE FUNCTION TESTING:

Performed during development and implementation to make sure the solution performs as designed and documented.

LOAD TESTING:

Performance testing to observe, tune and verify solution performance under various conditions including increased levels of calling traffic.

BUSINESS CONTINUATION TESTING:

Performed as part of the implementation process to ensure contingencies built into the infrastructure work when component issues develop.

REGRESSION TESTING:

Production testing using the above methods to ensure the solution continues to perform as expected despite upgrades and periodic changes.

AVAILABILITY MONITORING:

24 x 7 production calling to validate the solution continues to perform as expected and to notify tech support if and when it does not.

USABILITY TESTING:

Performed during design and development to ensure the application flows the way customers want and expect.

USER ACCEPTANCE TESTING:

Audit testing performed as required to ensure the solution meets the requirements and expectations of the various stakeholders.

COMPREHENSIVE TEST PLANNING:

Balancing your unique requirements with risk analysis to efficiently distribute resources.

BE **CONFIDENT** AT EVERY **STEP** OF THE **BUSINESS SOLUTION LIFE CYCLE**



Empowering companies to deliver the best possible experience to their customers through responsive test services – for over 11 years, IQ Services has remained true to this one over-riding purpose. IQ Services, the industry’s first managed load test service provider, offers a spectrum of premium, quality assurance testing services and is the partner of choice for businesses who demand high solution efficiency and customer satisfaction.

| PLANNING | | | |
|---|--|--|---|
| <i>What is critical at this stage?</i> | <i>Benefits:</i> | <i>Consequences of inadequate planning and testing:</i> | <i>IQ Services Provides:</i> |
| <ul style="list-style-type: none"> ▪ Risk analysis ▪ Test objectives ▪ Resource planning ▪ Resource scheduling ▪ Plan documentation | <ul style="list-style-type: none"> ▪ Clearly documented service level and business requirements ▪ Problems and risk mitigation plans identified ▪ Reduced implementation time ▪ Comprehensive test plan ▪ Well-defined acceptance criteria ▪ Cost-effective utilization of resources | <ul style="list-style-type: none"> ▪ Inadequate budget ▪ Unrealistic schedule ▪ Insufficient resources ▪ Inappropriate resources | <ul style="list-style-type: none"> ▪ Comprehensive Test Planning ▪ Overall Test Coordination and Management ▪ Sales and Quotation Support ▪ Assessment/Benchmark Testing |
| DESIGN AND DEVELOPMENT | | | |
| <i>What is critical at this stage?</i> | <i>Benefits:</i> | <i>Consequences of inadequate planning and testing:</i> | <i>IQ Services Provides:</i> |
| <ul style="list-style-type: none"> ▪ Rapid system debugging ▪ Validation of usability ▪ Stakeholder acceptance of design ▪ Validation of development ▪ System tuning ▪ Actionable data for adjustment | <ul style="list-style-type: none"> ▪ Optimized development ▪ Faster problem resolution ▪ Reduced finger pointing ▪ Confident handoff to acceptance and cutover | <ul style="list-style-type: none"> ▪ Unmet business objectives ▪ Missed deadlines ▪ Budget overruns | <ul style="list-style-type: none"> ▪ Usability Testing ▪ Feature Function Testing ▪ Acceptance/Benchmark Testing ▪ User Acceptance Testing ▪ Overall Test Coordination and Management |
| ACCEPTANCE | | | |
| <i>What is critical at this stage?</i> | <i>Benefits:</i> | <i>Consequences of inadequate planning and testing:</i> | <i>IQ Services Provides:</i> |
| <ul style="list-style-type: none"> ▪ Demonstration of solution performance including contingency plan ▪ Prompt identification of issues and validation of fixes ▪ Definitive acceptance event ▪ Collaborative implementation approach | <ul style="list-style-type: none"> ▪ Assurance that acceptance criteria are met and accepted ▪ Rapid implementation of last minute changes ▪ Reduced finger pointing ▪ Benchmark for future testing ▪ Confidence to go live | <ul style="list-style-type: none"> ▪ Stakeholder dissatisfaction ▪ Implementation team frustration ▪ Missed deadlines and budget overruns ▪ Unmet business objectives | <ul style="list-style-type: none"> ▪ StressTest™ ▪ Screen Pop and Routing ▪ Validation ▪ Business Continuation StressTest™ ▪ Feature Function Testing ▪ User Acceptance Testing |
| PRODUCTION | | | |
| <i>What is critical at this stage?</i> | <i>Benefits:</i> | <i>Consequences of inadequate planning and testing:</i> | <i>IQ Services Provides:</i> |
| <ul style="list-style-type: none"> ▪ Maximum system availability ▪ Immediate identification of issues ▪ Immediate validation of fixes ▪ Proactive, periodic checkups and monitoring ▪ Early warning of problematic trends | <ul style="list-style-type: none"> ▪ Improved customer satisfaction ▪ Quantifiable and qualitative customer experience data ▪ Confidence in availability ▪ Demonstrated Service Level Performance ▪ Reduced cost of corrections | <ul style="list-style-type: none"> ▪ Poor customer experience ▪ Unmet ROI and customer satisfaction objectives ▪ Crisis management ▪ Increased time to find and fix problems | <ul style="list-style-type: none"> ▪ Performance and Availability Monitoring ▪ Regression Testing ▪ Assessment/Benchmark Testing |