

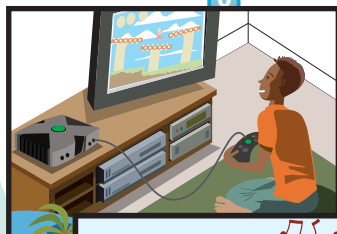
Continuous improvement of your online customer experience

Improving the Web customer experience

You are faced with a dynamic online world with new and changing applications as well as peaks in traffic due to seasonal and holiday influences.

Stay a step ahead with:

- Outside the firewall alerting system for Web site performance and availability
- The ability to predict how your Web site will scale to user demand
- Benchmarking against your competitor's sites
- Track and meet both internal and external service level agreements



Improving the New Media customer experience

Streaming and rich media are the hottest driving trends increasing customer usage of your online service. To continually provide high quality service to your customers:

- Be alerted of rich media quality issues from where your customers are located
- Model increasing growth effectively so you understand the impact on infrastructure
- Ensure compatibility across audio and video media players
- Benchmark against competitive streaming and rich media sites

Improving the Mobile customer experience

Your customers are rapidly embracing mobile technologies.

Ensure you are equipped to:

- Handle the compatibility of applications and services across carriers
- Test that content is rendering on thousands of handsets as intended
- Get the view from end-users serviced by your network
- Provide uninterrupted, seamless service as end-users roam across networks and operators
- Benchmark your mobile services against competition
- Conduct usability tests to improve your mobile service



Improving the Voice customer experience.

The contact center experience is an extension of your company's products and services.

For your VoIP enabled contact center:

- Ensure your audio clarity and service reliability meets customer expectations
- Measure how your customers perceive your audio service quality
- Test and improve your voice service quality quickly and easily

Maintaining customer satisfaction is best attained by keeping voice quality high and ahead of the competition.

