



# SPOTproof: IVR Automation Control Environment

## Overview

Now that you see the value of SPOT and how easy it is to develop applications, it's important to understand the necessity of testing and monitoring these applications. Today, as more companies rely on Interactive Voice Response (IVR) applications for their automated systems, it is imperative that these systems are regularly tested and monitored to ensure they are working properly. Because a business's needs can change from day to day, it is often necessary to modify existing applications and scripts to adapt to these changing needs. Each time these applications are modified, extensive time must be spent to comprehensively test altered or newly developed applications before they are deployed, which can result in delayed time to market.

Because of this, Interact believes automated testing should be a critical element of any IVR deployment strategy since it can significantly reduce application testing timeframes, minimize development efforts, and expedite application release cycles, all of which lead to lower operation costs and higher savings for an organization. Interact's SPOTproof, an IVR Automation Control Environment tool for our SPOT VoiceXML/CCXML interpreter platform, remedies the problem of delayed time to market by significantly decreasing testing time through a custom regression test suite. These tests can be run nightly, eliminating the need to recreate time consuming test scenarios. This automated test environment made possible through SPOTproof can vastly reduce an organization's time spent rewriting and testing applications, enabling faster time to market with new applications, and a more immediate ROI. With SPOTproof, fault detection and fault resolution times are greatly reduced, leading to improved application quality and stability.

While most commercially available automated IVR testing platforms on the market today are costly as well as complex in terms of operation and set up, Interact's SPOTproof is a cost effective, robust and user friendly system for automated testing. With a comprehensive list of automated testing features and functionality, Interact's SPOTproof is an ideal solution for IVR testing.

SPOTproof is currently available with SPOT, Interact's VoiceXML/CCXML interpreter platform. For more information on SPOT please visit <http://www.iivip.com/spot.php>

## SPOTproof Features and Functionality

- ✓ Full IVR test automation tool and test harness
- ✓ Create scriptable automated calls that press digits, play files, and more
- ✓ Speech generation and recognition (requires TTS and ASR engines)
- ✓ Testing of audio conferencing
- ✓ Ability to interface with code libraries, build processes
- ✓ Easy to automate a daily regression
- ✓ Simple scripting language (Tcl based)
- ✓ Supports Black-box and White-box testing
- ✓ Place PSTN and/or VoIP calls
- ✓ Automated configuration/reconfiguration of the IVR
- ✓ Can be extended to control other pieces of equipment
- ✓ Ability to interface with external databases and web services
- ✓ Monitor and log the performance of the SPOT IVR during tests
- ✓ Supports load testing (thousands of concurrent calls)
- ✓ Includes a website for test results

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