



SecureCo Voice Testing Solutions

Use SecureCo Voice Testing Services to discover and resolve issues in real time – don't wait for your customer to tell you.

Load Testing

Power to perform under pressure

Why: Knowing how your network will perform under different conditions gives you greater visibility of infrastructure weakness and allows you to actively mitigate risks around network and telephony performance.

How: We will partner with you to test your voice environment with varied, rapid and sustained inbound call traffic, exposing any network stress and leaving nothing to chance.

Regression Testing

Health-check your voice network

Why: Understanding the impact of changes made to your network and call handling systems ensures you always know your customer will reach the right person with no dead ends.

How: Regression testing provides intelligence across your entire environment, detecting issues and prompting resolution before and/or after upgrades are deployed. This can be used as a daily check each morning or as part of the change process before and after each change, and as part of fault test activities.

Insights Monitoring

Always on, always available

Why: The global pandemic has accelerated a shift to voice-based customer interactions and an even greater demand for great experiences at every touchpoint.

How: Insights Monitoring enables you to keep on top of your voice network with real time traffic light dashboard results from automated calls placed across your environment to multiple endpoints, mirroring the customer journey. Discover outages immediately instead of waiting to be told by your customers or stakeholders.

Benefits



Change Management

Validate how your network performs under peak load periods, after planned changes and on everyday calls.



Uncover new insights

Gain greater visibility into your network performance, with reporting that can be used to identify critical call metrics, including MOS, latency, packet loss and jitter.



One Stop Shop

SecureCo's Voice Testing Solutions can generate calls via Australia's four main carriers. We can test your incumbent carrier as a benchmark or test new carriers, we can do it all!



Be prepared

Balance high-pressure peaks and unexpected volumes with ease. When events threaten to disrupt your business, rest assured your customer experience won't be impacted.

Next Steps

Contact our knowledgeable sales team to find how your business can get ahead: sales@secureco.co or **+61 2 83 78 7878**