

## Black Box & Hammer Customer Experience Optimized

Reinvent your customer journey and expand your growth with Black Box's network of Connected Experience Partners --- world leaders in IVR and contact center technology.

Black Box partners with Hammer to design, deploy, maintain, and test customer experience technologies for even the most complicated customer journeys..

### Hammer Automated CX Testing At-a-Glance

Black Box customers can enhance their contact center deployments with automated CX testing as a self-service or managed service from the industry leader in CX testing: Hammer (formerly Empirix).

| Self-Service Platform  | Testing-as-a-Service (TaaS)   |
|--|---|
| <p>Hammer provides a cloud-based DIY platform for various types of automated testing</p> <ul style="list-style-type: none"> <li>• Functional testing to enable instantaneous and foolproof quality assurance</li> <li>• Regression testing to validate changes or new releases</li> <li>• Performance testing to quickly validate capacity</li> <li>• Proactive monitoring or "go-live assurance" at-home agent connection quality monitoring</li> </ul> | <p>Hammer Professional Services provide turn-key Performance Testing as a managed service</p> <ul style="list-style-type: none"> <li>• Automated testing at peak network and/or PSTN volume to validate &amp; certify capacity</li> <li>• Detailed measurements and reporting to identify issues, pinpoint troubleshooting, and minimize MTTR</li> <li>• Coaching and analysis</li> <li>• Subsequent re-tests for validation</li> </ul> |

With either option, Black Box customers are able to ensure that their contact centers can meet and exceed customer expectations while improving business outcomes:



**Reduce Costs**



**Increase Speed-to-Market**



**Reduce Risks**



**Prove Uptime**



**Improve CX**

Optimize your customer journey today with Black Box and Hammer.  
Learn more and get started at [blackbox.com/en-us/contact-us/product-inquiry](https://blackbox.com/en-us/contact-us/product-inquiry)