

Hammer Ohm™ Digital Workforce Assurance

Empirix has been a preferred vendor for testing and monitoring customer and agent experience within contact centers and enterprise. Our experts help accelerate your project by developing industry proven tests and measurements plans and execution strategies. We give our clients visibility into user experience and network performance thereby helping them reduce churn, reduce operational costs, accelerate digital transformation, and extend the value of their existing investments.

Solution Drivers

Digital and remote workforces introduce new challenges for technology and business managers, service interruptions can pose a significant risk to the stability and performance of your operations. A turnkey, user experience and quality measurement system can provide you with actionable evidence based data for better decision making.

- Getting objective data of individual and entire workforce experience
- Internet Service Provider (ISP) data along with Voice Quality delivery into the home
- Isolate individual performance issues from technology issues for better root cause classification
- BPO vendor management and service level compliance
- Better voice / chat queue management

Differentiators

- Only active real-time voice quality measuring platform that is inside the remote workers home and is privacy compliant
- Zero-install capabilities can exist in a zero footprint space
- Built for modern collaboration including WebRTC and Opus codecs
- Browser based and scheduled in background
- Mobile hotspot detection and alarming capabilities

Learn more at [empirix.com](https://www.empirix.com)

Benefits

- Privacy Compliant Voice Quality Assessment
- Zero Client Install Capabilities
- Eliminate technology issues that negatively impact corporate image or brand
- Detect Employee ISP problems
- Triage Cx/Ex Problems 70% faster
- 3rd Party Notification Plugins
- Deploy on premise or in the cloud
- SLA compliance and WFO monitor

Solution

- Hammer Ohm