Cyara Crawler

Automated IVR application discovery and mapping for next-generation IVR development. Crawler can eliminate up to 90% of manual test creation.

Find Out What’s in Your IVR with Automated Discovery

Improving the customer experience you deliver can mean frequent changes to your IVR applications. These changes are risky if your IVR is not fully documented, inaccurate, or out of date. You could rely on what your development team remembers from the last upgrade, but the people who made the changes may have moved on to other roles or other companies. Faced with incomplete information, many companies innovate and hope for the best, but there is a way to know what’s in your IVR.

Until today, finding the answers to what’s been deployed could be a frustrating manual experience of exploring the paths and options in your IVR. Now, Cyara Crawler cuts through this time-consuming labor with automation that can ‘crawl’ your IVR to discover what’s there, create an interactive, visual map you can navigate, edit and explore, and documentation you can use for development.

How Crawler Works

Using DTMF, Crawler works by dialing the number for an IVR application and records the menu prompts. Extracting the available options, Crawler places subsequent calls progressively recording the paths through the IVR and producing an interactive map that can be navigated. Crawler also has the ability to pause and alert an operator when human intervention is needed to enter data; for example, an ID or PIN or a zip code.

- Creates a graphical, interactive map of your IVR
- Enables users to drill down into call paths and options
- Integrates with the Cyara Platform for a short learning curve
- Speech-to-text converts IVR prompts heard into text
- Supports time and date scheduling for discovery
- Cyara test cases and reusable testing blocks

- Speeds innovation by automating discovery of your IVR applications
- Eliminates up to 90% of effort for manual test creation
- Replaces inaccurate documentation of your IVR applications with automated, accurate documentation
- Lets you choose when to run a crawl

FEATURES

BENEFITS

Figure 1: Edit the IVR model
Remove Barriers to Innovation
In addition to creating an interactive visual map, Crawler creates Cyara Test Cases which can be imported into the Cyara Platform. Without Cyara, the time and effort required to manually create these test cases is often a barrier to innovation. While you can edit or fine-tune test cases created by Crawler, the bulk of the manual effort is eliminated, speeding innovation and reducing development costs. In fact, early users of Crawler report that Crawler cut up to 90% of the manual effort for creating test cases.

Reduce Risk with IVR Replacements and Upgrades
Using Crawler, you can reduce your risk of customer-facing issues that can occur when you make changes to your IVR. The visual map Crawler creates matches the way a human caller would experience the IVR’s paths and options, essentially it is a map of your customer’s experience. This interactive, ‘tree-like’ map answers your questions, validating exactly what has been deployed. This map can be navigated within the Cyara platform.

Document Your IVR
In addition to the visual map, Crawler also produces design documentation. Test cases are in Cyara XML format and can be exported into Microsoft Excel, a more readable output. You can also engage Cyara Professional Services to manually convert the output of Crawler into a Microsoft Word or Visio document.

Easy to Use
You can configure Crawler using Cyara’s easy-to-understand web interface without the need for programming. You can schedule ‘crawls’ based on the date and time you want this activity to occur. You can also research issues by drilling down to specific steps in the audio recording of a ‘crawl’ and listen to responses from your IVR.

Features in Cyara
Intuitive Interface
If you already use Cyara, Crawler’s intuitive interface will be familiar to you. If you are new to Cyara, you will find the layout of the interface is easy to understand, helping you to quickly accomplish your work. In addition to audio files, a speech-to-text transcription of what Crawler hears in your IVR is provided in an editable format for fine-tuning.

Audio Recording
Calls Crawler makes to your IVR are recorded and can be played back on through your browser on any browser-enabled device.

Hosted or On-Premises
Crawler is available from the Cyara Cloud.

Supports All Platforms
Crawler is platform independent and supports leading IVR platforms including, Genesys, Avaya, Nortel, etc.