



Spearline Number Testing Solution

Building a roadmap for continued success

CASE STUDY SPEARLINE NUMBER TESTING SOLUTION



“ As part of my role as Global Ops Lead, I oversee a global team that maintains the operational integrity of the technologies and services we provide to our internal and external contact centre customers.

This global team keeps hardware and software functioning with minimal interruption, while leveraging monitoring and testing applications to track performance. When outages occur, the team promptly responds to support the needs of the business users for various product groups.

The main challenges I face on a daily basis are the unplanned failures we encounter; calls don't get connected, the quality is poor or they get routed where they are not supposed to. Customer experience is a priority for us, that's why we use Spearline number testing solutions to gain full visibility of our network.

Spearline is a combination of great people and great technology.

The people we work with on the Spearline team are flexible and always adaptable to our needs. We have a true partnership with Spearline, in that we always feel we are their number one customer.

On the technology side, what we do with Spearline is totally unique. I'm not sure of any other company who does what Spearline do. What I really appreciate is the speed at which Spearline can grow their offerings. We identify a need or a gap and Spearline steps in to close that gap. We have evolved together to provide the best possible experience for our customers. ”

Spearline Client

HOW IT WORKS

1 Spearline allows us to mirror our call quality across the globe. We started out with them just over 3 years ago using single call quality measurement. Now we measure hundreds of numbers globally. We have over 200 carriers globally. With Spearline, we are able to test the audio quality provided to us by any one of those carriers at any time.

2 The objective Audio Quality metric, PESQ, and the detailed CDR analytics provided by Spearline allow us to benchmark carrier performance and clearly demonstrate it through objective comparison.

3 This allows us to make informed and strategic business decisions in terms of carrier selection and gives us leverage and legitimacy when we approach them with a failure issue.

CASE STUDY OUTBOUND CONNECTIVITY TESTING



THE CHALLENGE

On a busy national holiday, our Canadian carrier changed how they routed their DTMF tones and calls to Canada stopped working. Suddenly, the call back platform wasn't calling customers.

THE SOLUTION

Spearline were able to replicate this issue through their testing. We set up prefixes to allow Spearline to dial out through a second carrier, (carrier 2). This verified that the issue was only affecting the original carrier (carrier 1), so we were able to identify a working route to temporarily move traffic across to carrier 2.

THE BENEFIT

Spearline provided detailed call samples and records to allow carrier 1 to identify and resolve the issue and worked with us and carrier 1 teams in generating call samples, testing possible fixes and verifying the issue was resolved.

Spearline Resolution Process

