

CYARA Pulse Capability

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Introduction

 5 Minutes

Pulse

- ❑ **Pulse** is designed to continuously monitor the end-to-end availability and performance of your voice application and your contact center from a customer's perspective. Calls are placed into your IVR at specific periods and the results are monitored and logged. If the calls made breach the maximum predefined thresholds or result in the failure of a Test Case, you are proactively notified via SMS or email.
- ❑ **Pulse** traverses through your IVR just like an actual customer would, using speech recognition, DTMF, and Text to Speech, thereby providing true customer insight. This proactive, exception-based approach alerts you to potential problems in your IVR before your customers do, helping you take appropriate corrective measures while preserving your company's reputation and brand.
- ❑ **Pulse** can be deployed as a hosted solution or as an on-premises solution. With either approach, the management of the solution is the same.
- ❑ **Pulse Campaigns** usually run from time to time on live IVR systems to check the availability and performance of the system at any time.

Test Case – Alert Settings for Pulse

 15 Minutes

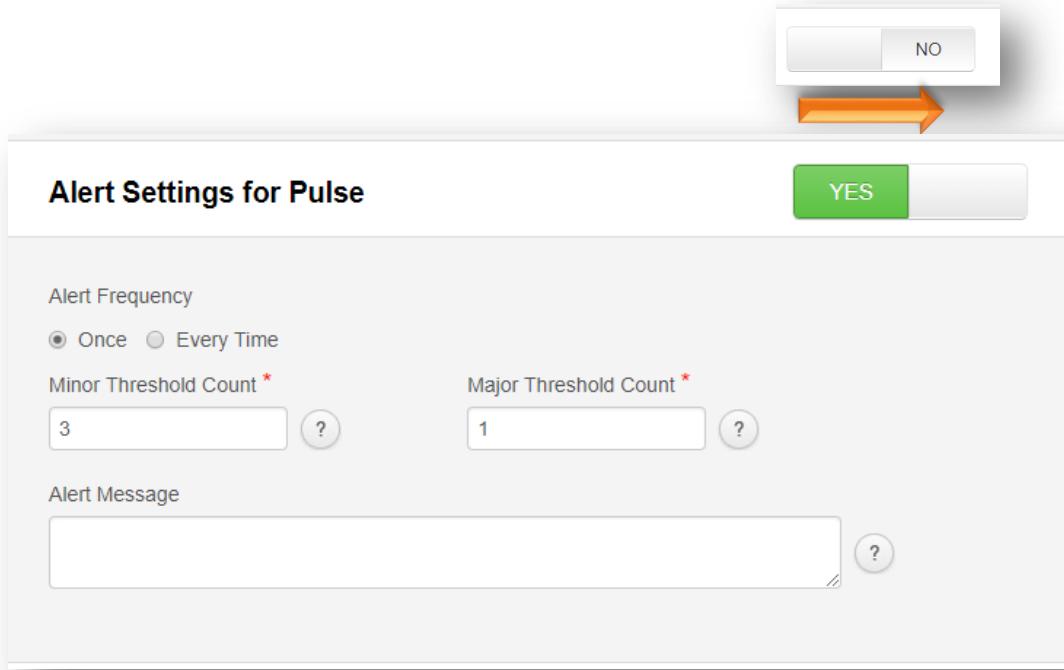
Alert Settings for Pulse:

- By default, the system will have a threshold of 3 for Minor issues and 1 for Major failures. The **Alert Settings** for Pulse option can be used to configure alerts sent out from the Cyara Platform via SMS or Email when a Test Case reports either a **Satisfactory** or **Failed** result. This option is **only** relevant for Test Cases that are assigned within Pulse Campaigns.
- Note:** An [Alarm Profile](#) must also be set to configure the email address and/or SMS number to send the alert to. This Test Case must also be assigned within this Alarm Profile.
- There are currently two Alert level triggers. A Minor Alert trigger will occur when a Test Case within a Pulse Campaign reports a **Satisfactory** result. A **Satisfactory** result will be reported when the Minor Threshold or Minor Confidence Threshold setting is breached for any Test Case step.
- A Major Alert trigger will occur when a Test Case within a Pulse campaign reports a **Failed** result. A **Failed** result will be reported when the Major Threshold or Major Confidence Threshold setting is breached for any Test Case step, or if any voice quality settings (for Mean Opinion Scoring) are not reached.
- Each time a trigger occurs, the counter for the relevant Threshold category is incremented.

Test Case – Alert Settings for Pulse

⌚ 15 Minutes

- ❑ Identify and choose the test case to be used for Pulse Monitoring
- ❑ Set **Alert Settings for Pulse** to **YES** to enable the fields. A dialog box as shown appears:



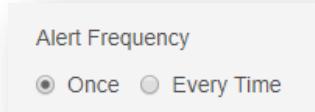
- ❑ Alert Frequency default settings are set to Once and the Minor and Major threshold counts are defaulted to 3 and 1 respectively.
- ❑ Specify the **Alert Frequency** for Pulse.

Test Case – Alert Frequency

⌚ 15 Minutes

Alert Frequency

- ☐ The Alert Frequency option that is chosen will determine how the alert is cleared by the Cyara Platform. The option can be set to Once or Every Time.



- ☐ If **Once** is chosen, an Alert is only sent once for that specific Satisfactory (that is, a Minor Alert) or Failed (that is, a Major Alert) result.
- ☐ **Note:** If a different **Satisfactory** or **Failed** result occurs on a different Campaign run (example, the result occurs on a different Test Step), another (Minor or Major) Alert will be sent out. The Alert state for this Test Case is now set to '**On**' and the Test Case will appear in the **Active Alerts report**.
- ☐ In this scenario, the Alert state is only cleared when a future Campaign run reports a Success result for that particular Test Case. The Threshold counter is then reset back to '0' and the Test Case is removed from the **Active Alerts report**.
- ☐ If **Every Time** is chosen, an Alert will be sent out **each time the Minor or Major Threshold count** is reached. Once the alert has been sent out, the Threshold counter will be reset to '0'. The Test Case, however, will remain on the Active Alerts report and will display the number of alerts that have been sent.

Test Case – Set the Alert Threshold Limits

⌚ 15 Minutes

- ❑ Enter the **Minor Threshold** and the **Major Threshold** limits.

Minor Threshold Count *	Major Threshold Count *
3	1

- ❑ **Minor and Major Threshold Counts** (required; applicable to Pulse Campaigns only):
 - ❑ These settings determine when an alert will be sent. In the example shown, the Minor Threshold count is set to '3' and the Major Threshold count is set to '1'
 - ❑ **Note:** In most scenarios, a failed Test Case result may have significant business impacts; Cyara recommends that you always set the Major Threshold count to '1'.
 - ❑ For a **Minor Alert** to be sent out for a particular Test Case in the scenario above, **three Satisfactory Test Case results** must be reported. These results do not need to occur in consecutive Pulse Campaign runs and there is no time period that resets this counter. As soon as the Minor Threshold counter reaches 3, a Minor Alert will be sent out, based on the Alarm Profile that has been set.
 - ❑ For a **Major Alert** to be sent out for a particular Test Case in the scenario above, **one Failed Test Case result** must be reported. As soon as the Major Threshold counter reaches 1, a Minor Alert will be sent out, based on the Alarm Profile that has been set.

Test Case – Set the Alert Message

⌚ 15 Minutes

- ☐ Type in the **Alert Message**. An Alert Message is the message to be sent by SMS/email in the event that an Alert is raised. It is applicable only when the Test Case is run as part of a Pulse Campaign.

Alert Message

- ☐ Information populated in this field will be appended to the email or SMS that is sent out as an alert.

A screenshot of a software interface showing a single-line text input field labeled "Alert Message". The field is empty and has a question mark icon in its top right corner.

A screenshot of a configuration dialog titled "Alert Settings for Pulse". The dialog contains the following fields:

- Alert Frequency:** Radio buttons for "Once" (selected) and "Every Time".
- Minor Threshold Count ***: Input field containing "3" with a question mark icon.
- Major Threshold Count ***: Input field containing "4" with a question mark icon.
- Alert Message:** Text input field containing "CES Clm Status_Claim Service" with a question mark icon.

A green "YES" button is visible at the top right of the dialog.



LET'S TRY IT



Preparing a Test Case for Pulse Campaigns

1. Log into CYARA
2. Click on the Test Cases drop down menu
3. Click on Test Cases & Blocks Menu
4. Search for Test Case by Name or use the folder structure to locate test case to use
5. Click on Test Case Name
6. Scroll down the page to Alert Settings for Pulse
7. Click on the Slider Button to expose YES
8. Select an Alert Frequency or keep at default
9. Set Minor and Major Threshold counts or keep defaults
10. Set an Alert Message
11. Scroll down the page and Click on the Save Button
12. Proceed to the next section in this learning module

Alarm Profiles

⌚ 15 Minutes

Alarm Profiles

- ❑ Alarm Profiles can be used to provide email or SMS alerts on failures during Pulse Campaigns only.
- ❑ Alarm profiles can be created for each of the users that have access to the Cyara Web Portal. Alarm messages can be sent to multiple recipients to alert them about failed Test Cases. If the calls made during the Pulse Campaign breach the maximum predefined response timing thresholds, and result in the failure of the Test Case, then the Cyara Web Portal will send an SMS or an email to notify users about the failure. Alarms will also be sent if customer experience has been degraded due to poor audio quality or connectivity issues.

Alarm Profiles - Alerts

⌚ 15 Minutes

Pulse can help detect and **alert** the user about the following types of faults (and potentially others not listed) which can cause a Test Case to fail:

- Telco issues
- Call connect times
- Busy tones
- Crackling, clicks, or other noise on lines
- Calls routed to incorrect sites
- SIP based errors
- Dead air
- Calls not being terminated
- Tromboning of calls resulting in higher costs for customer
- Ring outs (unanswered calls)
- IVR application issues
- Dead ends
- vXML pages not being found – bad fetch message played to customer
- Exceptions
- Incorrect prompts
- Incorrect prompts for same application across different sites
- Incorrect attached data
- Backend issues
- Unacceptable lookup response times
- Database related delays
- Platform issues
- Failure to recognize DTMF
- Dropped calls
- Inability for Platform to scale
- Calls dropped due to firewall restrictions
- Voice Quality issues
- Artifacts generated by packet loss concealment by Media Gateways
- Intermittent gaps in audio during playback
- Stutter/Jitter due to packet loss
- ACD/CTI/PABX Issues
- Routing to wrong sites
- Inconsistent DTMF (loud) volumes on different call segments
- Security related issues – unable to handle peak CAPS
- Failure to adhere to standard – Dropped calls

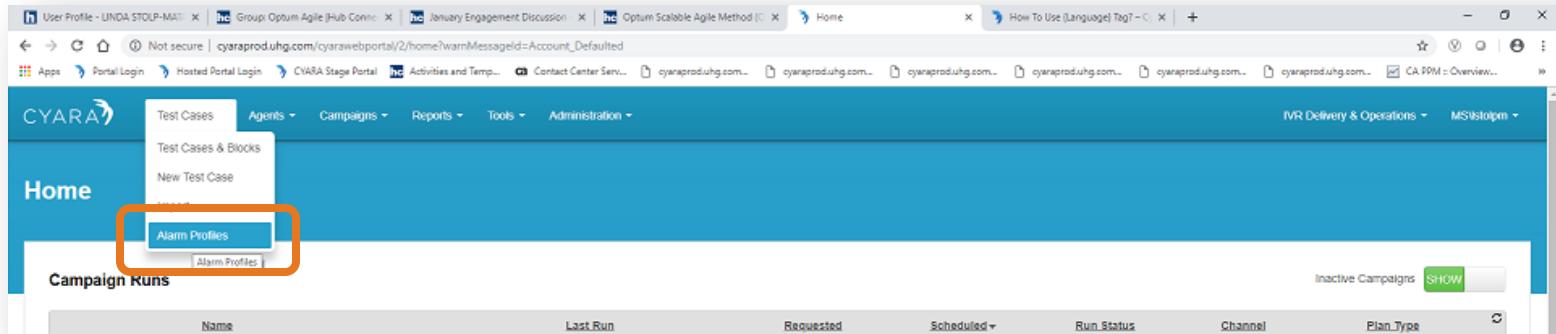
Creating Alarm Profiles

⌚ 15 Minutes

Creating an Alarm Profile

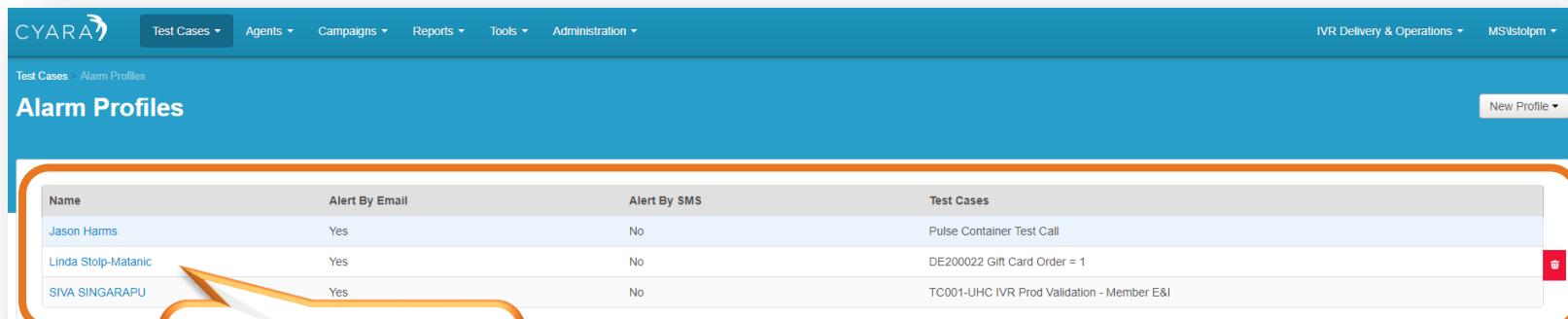
To create an Alarm Profile, perform the following steps:

1. From the main menu, click **Test Cases** and then click **Alarm Profiles**.



The screenshot shows the CYARA web interface. At the top, there's a navigation bar with tabs like 'User Profile - LINDA STOLP-MATANIC', 'Group: Optum Agile JHub Conn...', 'January Engagement Discussion', and 'Optum Scalable Agile Method'. Below the navigation bar is a secondary menu with 'Test Cases' selected. Under 'Test Cases', a sub-menu is open with options: 'Test Cases & Blocks', 'New Test Case', and 'Alarm Profiles'. The 'Alarm Profiles' option is highlighted with a red box. The main content area is titled 'Home' and shows a table for 'Campaign Runs'. The table has columns for 'Name', 'Last Run', 'Requested', 'Scheduled', 'Run Status', 'Channel', and 'Plan_Type'. There's also a 'Inactive Campaigns' button labeled 'SHOW'.

2. The existing alarm profiles are displayed. Test Cases need to be assigned to each of the users while creating the alarm profile.



The screenshot shows the 'Alarm Profiles' page under 'Test Cases'. The page title is 'Alarm Profiles'. It displays a table with three rows of data. The columns are 'Name', 'Alert By Email', 'Alert By SMS', and 'Test Cases'. The data is as follows:

Name	Alert By Email	Alert By SMS	Test Cases
Jason Harms	Yes	No	Pulse Container Test Call
Linda Stolp-Matanic	Yes	No	DE200022 Gift Card Order = 1
SIVA SINGARAPU	Yes	No	TC001-UHC IVR Prod Validation - Member E&I

Click on hyperlinked
Name of Alarm Profile to
view existing profile

Creating Alarm Profiles

⌚ 15 Minutes

- To create a new alarm profile, from the right-hand corner, click **New Profile** and then select a User from the drop-down list.

The screenshot shows the CYARA interface with the 'Test Cases > Alarm Profiles' path. On the left, there's a table of existing alarm profiles with columns for Name, Alert By Email, Alert By SMS, and Test Cases. On the right, a dropdown menu is open under 'New Profile'. The menu lists various user names. An orange callout box with the text 'Choose a name from the drop down to associate the Alarm Profile to.' points to the dropdown menu.

Name	Alert By Email	Alert By SMS	Test Cases
Jason Harms	Yes	No	Pulse Container Test Call
Linda Stolp-Matanic	Yes	No	DE200022 Gift Card Order = 1
SIVA SINGARAPU	Yes	No	TC001-UHC IVR Prod Validation - Member E&I

New Profile ▾

- Mullin, Laura
- Trivedi, Ankur
- Broady, Melisa
- Palaski, Matthew
- Reddy, Gummi
- PARUPUDI, NAGA
- Ketham, Srishailam
- Anil, B
- Vallapureddy, Srinivasa
- Pushpa Anand, Ramya
- Dogra, Tejinder
- Zell, Bryan
- Singh, Sheelendra
- ~, Janakiramaiah

- The **Edit User Alarm Detail** page is displayed with user details such as the mobile number and email address populated. There is an option to choose the medium(s) to receive the alert message.

The screenshot shows the 'Edit: Linda Stolp-Matanic' page. At the top, there are tabs for Details, Test Cases, and Executive Dashboard. The Details tab is selected. Below it, there's a note about separating recipients by commas. Under 'Alert by Email', a checkbox is checked and an email address is entered. Under 'Alert by SMS (Mobile)', there is an empty input field. An orange callout box highlights the 'Alert by Email' checkbox and the email input field.

Creating Alarm Profiles

⌚ 15 Minutes

- To receive only an email alert message, click the **Alert By Email** checkbox. To receive an SMS alert message as well, click the **Alert By SMS** checkbox.

The screenshot shows the CYARA portal interface. At the top, there's a navigation bar with links like 'Test Cases', 'Agents', 'Campaigns', 'Reports', 'Tools', and 'Administration'. Below the navigation, the page title is 'Edit: Linda Stolp-Matanic'. There are three tabs: 'Details' (which is selected), 'Test Cases', and 'Executive Dashboard'. In the 'Details' tab, there's a section for 'Alerts' with the following text: 'Alerts can be sent to multiple recipients. Separate email addresses or mobile numbers with a comma.' Below this text are two input fields. The first field has a checked checkbox labeled 'Alert by Email' and contains the email address 'linda_I_stolp-matanic@Optum.com'. The second field has an unchecked checkbox labeled 'Alert by SMS (Mobile)' and is currently empty. An orange rectangle highlights the entire 'Alerts' section, including the text and both input fields.

- Although multiple Portal users can be alerted, multiple email addresses can be added to receive the alert messages under a single user profile. A comma-delimited (,) list of email addresses can be entered into the **Email** field. Similarly, to send **SMS** messages to multiple mobile phones, enter the mobile phone numbers separated by commas.

Alarm Profiles – Adding Alarm Schedule

⌚ 15 Minutes

6. Specify the acceptable **Day** and **Time** periods when recipients should receive alert messages.
7. Click the **Exclude Day** checkbox adjacent to a Day to not receive any alerts on that particular day. Otherwise, you can specify the Time Period on that day during which alert messages are acceptable. The Cyara Web Portal will not send alert messages to any recipients outside of the hours specified on the User Alarm Profile.

Alerts can be sent to multiple recipients. Separate email addresses or mobile numbers with a comma.

Alert by Email Alert by SMS (Mobile)

linda_1_stolp-matanic@Optum.com

Week Day	From (HH:MM)	To (HH:MM)
Sunday	00:00	23:59
Monday	00:00	23:59
Tuesday	00:00	23:59
Wednesday	00:00	23:59
Thursday	00:00	23:59
Friday	00:00	23:59
Saturday	00:00	23:59

[Save Details](#) [Cancel](#)

Click the Trash Can Icon to delete a row.

Click the Hyperlink From HH:MM or the To HH:MM to change or set the HH:MM schedule other than the defaults shown.

Alarm Profiles – Adding Test Cases

⌚ 15 Minutes

- Alarms will be sent **only** when the Test Cases are assigned to the Alarm Profile. To assign Test Cases to the Profile, select the **Test Cases** tab and then select **Test Case** from the Test Cases

CYARA Test Cases - Alarm Profiles

Edit: Linda Stolp-Matanic

Test Cases Tab (highlighted)

Available Pool (List of test cases)

Add Alarm Test Case (button)

Table (List of added test cases)

Name: DE200022 Gift Card Order = 1
Folder Path: \2018_UHC_IVR\Scrum N Tonic\Rally Rewards\Defects\DE20022
Alert On Major: Alert On Minor:

Displaying 1-1 of 1 Test Cases. View - 20 | 50 | 100 per page

Save Details | Cancel

Note: Only Voice Test Cases can be configured to send alarms.

Alarm Profiles – Adding Test Cases

15 Minutes

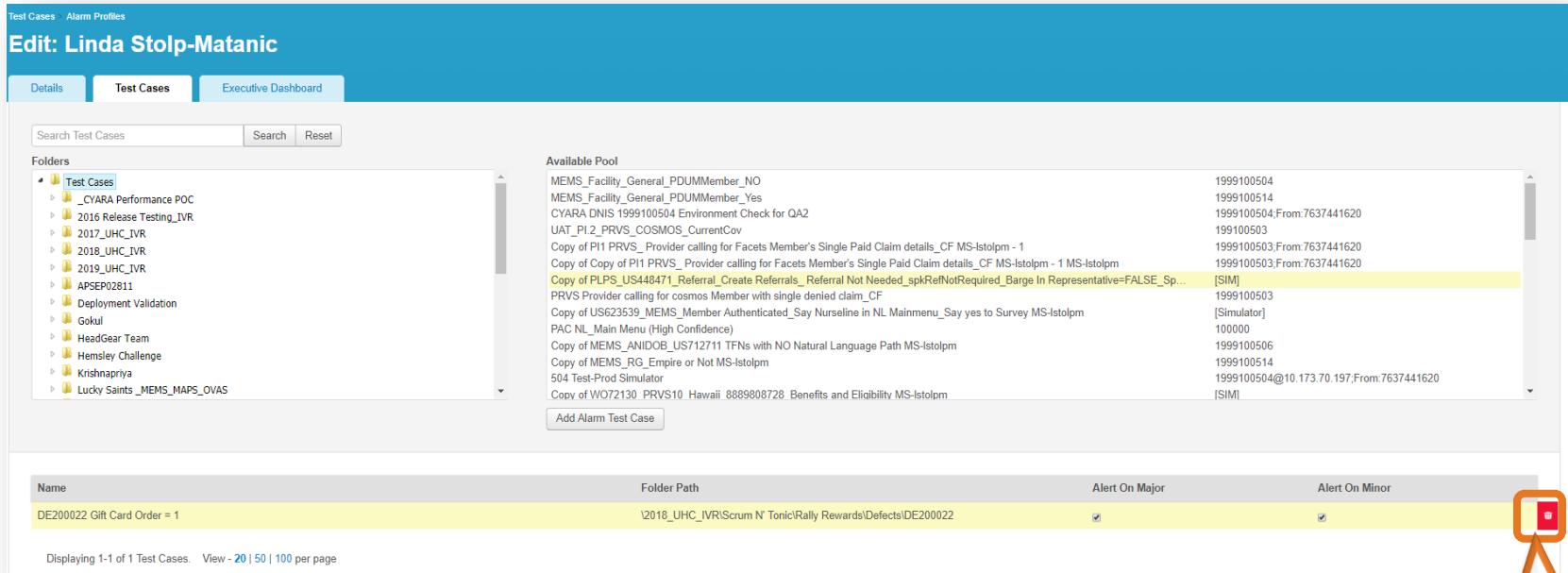
9. Select the Test Case from the **Available Pool** on the right pane. Alternatively, use the **Search Panel** to retrieve the required Test Case.
10. Click the **Add Alarm Test Case** button to assign the Test Case to the profile. Repeat the procedure to add multiple Test Cases.
11. When the **Alert On Major** checkbox is ticked, an alert message will be sent only in the case of a major Test Case failure. Similarly, if you tick the **Alert On Minor** checkbox, alert messages will be sent if a minor failure is encountered.

The screenshot shows the CYARA Test Cases - Alarm Profiles interface. The top navigation bar includes links for Test Cases, Agents, Campaigns, Reports, Tools, and Administration. The main title is "Edit: Linda Stolp-Matanic". Below the title, there are tabs for Details, Test Cases (which is selected), and Executive Dashboard. A search bar at the top allows for "Search Test Cases" with "Search" and "Reset" buttons. The left sidebar shows a tree view of Folders, with "Test Cases" expanded to show various categories like _CYARA Performance POC, 2016 Release Testing_IVR, 2017_UHC_IVR, etc. The main content area has a heading "Available Pool" with a list of test cases. One entry is highlighted: "Copy of PRVS_Provider calling for Facets Member's Single Paid Claim details_CF MS-Istolpm - 1 MS-Istolpm". To the right of this list are checkboxes for "Alert On Major" and "Alert On Minor". A callout box points to the "Add Alarm Test Case" button at the bottom of the list. Another callout box points to the "Alert On Major" and "Alert On Minor" checkboxes. At the bottom of the interface, there is a table with columns for Name, Folder Path, Alert On Major, and Alert On Minor. One row is shown: "DE200022 Gift Card Order = 1" with "1218_UHC_IVR/Scrum N Tonic/Rally Rewards/Defects/DE200022" in the Folder Path column, and checkboxes for both alert types checked. A final callout box points to this row, stating "Test Cases added to the Alarm Profile will be listed here. Click on the Check Box to add the Alert On Major and Minor."

Alarm Profiles – Deleting Test Cases

⌚ 15 Minutes

12. To delete a particular Test Case, select the **Test Case Name** link.
13. Click the  con to delete the association of a particular Test Case with the Alarm Profile.



The screenshot shows a software interface for managing test cases. At the top, there are tabs for 'Details', 'Test Cases' (which is selected), and 'Executive Dashboard'. Below the tabs is a search bar with 'Search Test Cases', a 'Search' button, and a 'Reset' button. On the left, there's a sidebar titled 'Folders' containing a tree view of test case categories like 'Test Cases', 'CYARA Performance POC', '2016 Release Testing_IVR', etc. In the center, there's a large list titled 'Available Pool' with various entries. One entry, 'Copy of PLPS_USA448471_Referral_Create Referrals_Referral Not Needed_spkRefNotRequired_Barge In Representative=FALSE_Sp...', is highlighted with a yellow background. At the bottom, there's a table with columns 'Name', 'Folder Path', 'Alert On Major', and 'Alert On Minor'. A single row is shown: 'DE200022 Gift Card Order = 1' with 'Folder Path' as '2018_UHC_IVR\Scrum N' Tonic\Rally Rewards\Defects\DE200022'. Both 'Alert On Major' and 'Alert On Minor' checkboxes are checked. An orange callout bubble with an arrow points to the trash can icon in the 'Alert On Minor' column of the table row, with the text 'Click the Trash Can Icon to delete a row.'



LET'S TRY IT



Adding an Alarm Profile

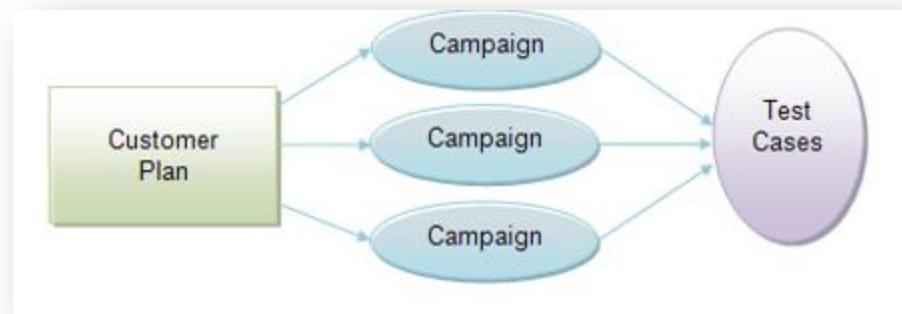
1. Log into CYARA
2. Click on the Test Cases drop down menu
3. Click on Alarm Profiles Menu
4. Click on New Profile
5. Locate and click on your Name
6. Note your defaulted email address has been added to the Details Tab
7. If appropriate add a comma and another email address for alert emails to be sent
8. Add an Alarm Schedule making changes to default From and To HH:MM days and times if appropriate.
9. Click on the test cases tab
10. Search or use the folder structure to locate your test cases to add to the alarm profile
11. Click on the test case from the available pool and click on the Add Alarm Test Case button
12. Scroll down the page and Click on the Save Details Button
13. Proceed to the next section in this learning module

Pulse Campaign

⌚ 15 Minutes

Overview

A Campaign is a schedule of one or more Test Cases associated with a Plan that runs the tests at the requested time with the requested number of calls using a specific number of concurrent calls. An Account can have multiple Plans, meaning you can subscribe to multiple Plans at the same time, like Pulse (quality assurance) or Replay (regression testing), and so on. Each Plan can have multiple Campaigns associated with it and each Campaign can be associated with multiple Test Cases.



Pulse Campaigns usually run from time to time on live IVR systems to check the availability and performance of the system at any time.

Viewing Pulse Campaigns

⌚ 15 Minutes

From the main menu, under **Campaigns** menu options, click **Campaigns**. A screen similar to the one below is displayed:

Name	Last Run	Requested	Scheduled	Run Status	Channel	Plan_Type	Action
OPT_IVR_GVP_Stage_SS_UBH_FACETS	03/20/2019 10:45	03/25/2019 18:05	03/25/2019 18:05	Queued	Voice	Pulse	Run Abort Trash Can
8007726988 & 8008423321	03/22/2019 11:59	03/23/2019 11:59	03/23/2019 11:59	Queued	Voice	Pulse	Run Abort Trash Can
regression	03/22/2019 01:24	03/23/2019 01:24	03/23/2019 01:24	Queued	Voice	Pulse	Run Abort Trash Can
AARP_GVP_PROD_24by7	03/22/2019 12:01	03/22/2019 12:31	03/22/2019 12:31	Queued	Voice	Pulse	Run Abort Trash Can
Optum IVR - Prod Pulse POC	03/22/2019 12:01	03/22/2019 12:31	03/22/2019 12:31	Queued	Voice	Pulse	Run Abort Trash Can
AARP_GVP_PROD_Pulse	03/22/2019 12:00	03/22/2019 12:15	03/22/2019 12:15	Queued	Voice	Pulse	Run Abort Trash Can
8885024502	03/22/2019 11:11	03/22/2019 11:10	03/22/2019 11:10	Completed	Voice	Replay	Run Abort Trash Can

The icons on the Campaign are as below:

- ❑ **Edit the Campaign:** When you click the Campaign Name link, it opens up the Edit Campaign screen. You can edit the Campaign.
- ❑ **Run Button Executes the Campaign:** The Campaign will be scheduled to run immediately. You can view its progress by refreshing the page.
- ❑ **Abort Button Aborts the Campaign:** This function is useful when you want to stop a Campaign midway through its execution for any reason. One example is when the IVR is unable to handle the load and has crashed.
- ❑ **Trash Can Icon Deletes the Campaign:** Although a Campaign can be deleted, it will not be deleted from the database, since you might still want to report on it. Reports for deleted Campaigns are still available in the Reporting module. You cannot delete Campaigns that are running or queued.

Running a Pulse Campaign on a Schedule

⌚ 15 Minutes

Running a Campaign on a Schedule

- ❑ This feature is available in **Pulse**, **Pulse Outbound**, and **Virtual Agent Campaigns**.
 - ❑ Campaigns are scheduled to run 24 x 7 by default. However, the user can specify time intervals when the Campaigns should run. This is useful when the IVR application is only available to customers at specific time periods. For example, 8 am to 8 pm Monday to Friday.
1. When you are creating a new Campaign, if you have selected either a **Pulse or Pulse Outbound** or **Virtual Agent Campaign**, you see the **Schedule** option as shown:

The screenshot shows two steps of a campaign creation process. Step 1: A 'Schedule' button is highlighted with a large orange arrow pointing to it. Step 2: The 'Schedule' button has been clicked, changing its state to 'YES'. Both steps include a 'NO' button and a help icon. Below the buttons, there's a 'Add Schedule' button and a table for defining time intervals. The table columns are 'Week Day', 'From (HH:MM)', and 'To (HH:MM)'. There are also 'Add Pause' and 'Note' buttons.

2. Click the **Add Schedule** button to add a specific time interval to the schedule of the Campaign. A row is added to the schedule table with options to specify the 'Week Day', 'From' time, and 'To' time. Note that the specified time intervals should not overlap as the Cyara Web Portal will not allow more than one instance of a Campaign to be running at a time.

Running a Pulse Campaign on a Schedule

⌚ 15 Minutes

- Click the **Add Schedule** button to add a specific time interval to the schedule of the Campaign. A row is added to the schedule table with options to specify the '**Week Day**', '**From**' time, and '**To**' time. Note that the specified time intervals should not overlap as the Cyara Web Portal will not allow more than one instance of a Campaign to be running at a time.



Week Day	From (HH:MM)	To (HH:MM)
Sunday	00:00	23:59

- Specify the **Week Day**, **From (HH:MM)** time, and **To (HH:MM)** time.
- To make changes to a Schedule, click the field to edit and make the changes directly.
- Click the **red trash can** icon on the right-hand side to delete a row from the schedule table.



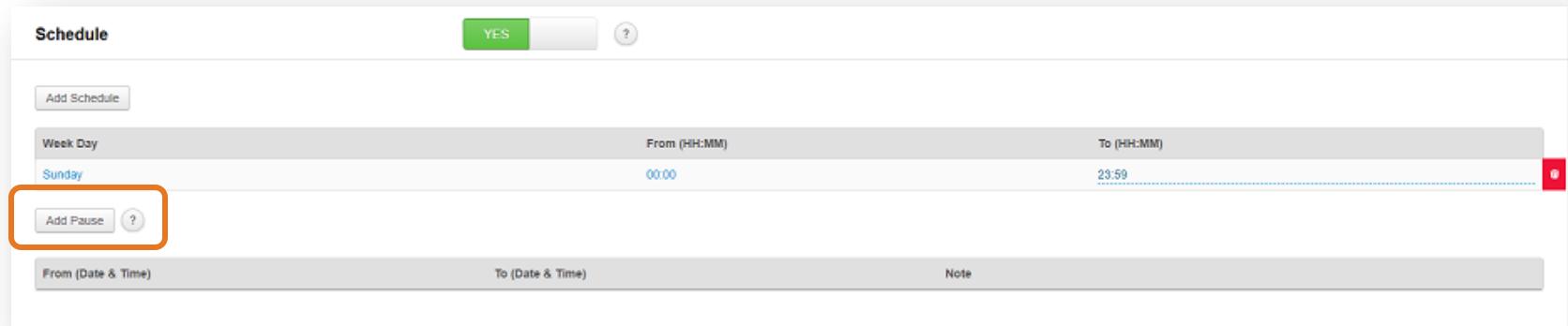
Week Day	From (HH:MM)	To (HH:MM)	Action
Sunday	00:00	23:59	

Adding a Pause to a Schedule

⌚ 15 Minutes

Adding a Pause to a Schedule

- ❑ This feature is available in Pulse, Pulse Outbound, and Virtual Agent Campaigns.
 - ❑ To avoid receiving alerts during a planned maintenance window, Campaigns can be paused. Any Campaign type that can be scheduled can also be paused. It is important to note that adding a pause means a Campaign will not start during the specified pause window, but will keep running if it was already running. A pause can be added with or without a weekday schedule.
1. When you are creating a new Campaign, if you have selected either a **Pulse** or Pulse Outbound or Virtual Agent Campaign, you see the **Schedule** option as shown:



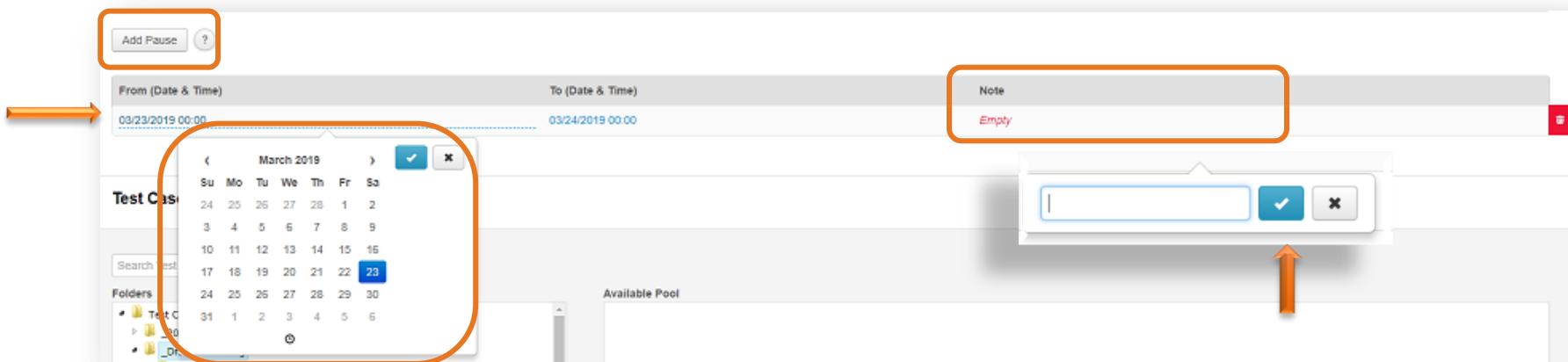
2. Click the **Add Pause** button.

Adding a Pause to a Schedule

⌚ 15 Minutes

- Once you click the add Pause Button a Row for the From and To will appear. Click on the Date hyperlink and the Calendar drop-down will appear.
- Using the calendar drop-down, specify the **From (Date & Time)** and **To (Date & Time)** for the pause.
- If required, add a description of the reason for the pause in the **Note** box. Click on the Empty and a pop up text box will appear. Add text and then click on the Checkmark button to add the note.

Note: Only pauses that are currently in effect or scheduled to take effect will be displayed here. Historical pauses are not displayed and cannot be edited.





LET'S TRY IT



Building a Pulse Campaign

1. Log into CYARA
2. Click on the Campaigns drop down menu
3. Click on New Campaign Menu Option
4. Following Campaign Naming Standards and Best Practices Name your Pulse Campaign
5. Choose Channel from the drop down menu item
6. Search for Test Case by Name or use the folder structure to locate test case to use
7. Click on Test Case Name
8. Choose the Associated Plan labeled Pulse note the number of ports assigned to the Plan
9. Enter the Description of the Campaign following the suggested standards and best practices
10. Select Request Run Date and Scheduled Run Date
11. Choose number of Ports. You may need to change the defaulted if multiple Pulse Campaigns are used for the tenant and the number of ports used based on those campaigns.
12. Set a limit for Run Every number of minutes. This defaults to 1440 mins = 24 hours
13. Set the number of Max Caps
14. Set the Schedule and add a Pause
15. Choose your test cases. Test Cases should be set to use Alert Settings for Pulse
16. Save Details. The campaign is disabled at this time and will not run.
17. Proceed to the next section in this learning module

Pulse Reporting

 10 Minutes

Pulse reports provide details of test calls for a complete view of the IVR performance.

There are two major categories of reporting available: **Dashboard** and **Custom**.

Dashboard Reports are in dashboard format, which provides management with summary views that allow you to drill down for more granular reporting. The data from the reports can be used to benchmark system performance, analyze and track problems, drive continuous improvement, and enforce service level agreements.

The **Custom** Reports feature allows you to create your own report with optional filters that can be scheduled and the results emailed to you periodically.

- [Summary Report](#)
- [Custom Reporting](#)
- [Active Alerts Report](#)

The **Active Alerts** report displays Pulse Campaign Test Cases that are currently in an alert state, meaning that the **Minor or Major failure** threshold count has been crossed. The report provides operational information about how long a Pulse Test Case has been in an alert state so that you can take the appropriate action based on your organization's incident management policies.

Pulse Reporting – Summary Report

⌚ 10 Minutes

Viewing Pulse Summary Reports

To view the **Summary** reports, click the **Reports** option from the main menu then hover over the Pulse Menu Option, and click on Summary Report option.

The screenshot shows the CYARA interface with the following details:

- Top Navigation:** CYARA logo, Test Cases, Agents, Campaigns, Reports (highlighted in blue), Tools, Administration.
- Right Side:** Optum Contact Center Services Delivery, MSStop.com.
- Middle Section:** Home page with "Campaign Runs" table.
- Left Side:** A vertical navigation pane with "Pulse" selected, showing sub-options: Dashboard, Dashboard Configuration, Summary Report (highlighted in blue), Custom Reports, Active Alerts.
- Bottom Section:** A table titled "Campaign Runs" with columns: Name, Agent, Requested, Scheduled, Run Status, Channel, Plan Type. The table lists several campaign runs, including "OPT_IVR_GVP_Stage_SS_UFH_FACEITS", "regression", "AARP_GVP_PROD_24by7", "AARP_GVP_PROD_Pulse", "Optum IVR - Prod Pulse POC", "OHFB_CardMenu_Speech_2", and "c360/v1".

Pulse Reporting – Summary Report

⌚ 10 Minutes

Viewing Pulse Summary Reports

The **Report: Pulse** Web Page will appear and which contains a summary of all Test Case runs, will be displayed. . .

The screenshot shows the CYARA interface with the 'Report: Pulse' section selected. At the top, there's a 'Filter Report' section with a dropdown menu set to 'Last Hour' and a 'Filter' button. Below this, seven test cases are listed in a grid:

Test Case	Status
CES Cim Status_Claim... AARP_GVP_PROD_2...	Success
IVR 5800 Router AARP_GVP_PROD_P...	Failed
Payment Hotline Route... AARP_GVP_PROD_P...	Failed
PES Claim Status AARP_GVP_PROD_2...	Failed
PHP_Router_MainMenu AARP_GVP_PROD_P...	Success
Pulse PV Auth and Pro... Optum IVR - Prod Puls...	Success
Silver Snkr_Main Menu... AARP_GVP_PROD_P...	Failed

An orange callout box points to the 'Report From' dropdown with the text: "Click on the drop down to choose different Report From Options. Once Selected click on the Filter Button." Another orange callout box points to the 'Filter' button with the text: "Click on any of the individual test case results to view the details of the campaign run."

Displaying 1-7 of 7 Test Cases. View - 20 | 50 | 100 per page

The report page is color-coded to highlight issues. The **green** symbol adjacent to the Test Case depicts a ‘successful’ run. The **orange** color depicts a ‘satisfactory’ result, and **red** shows a ‘failure’.

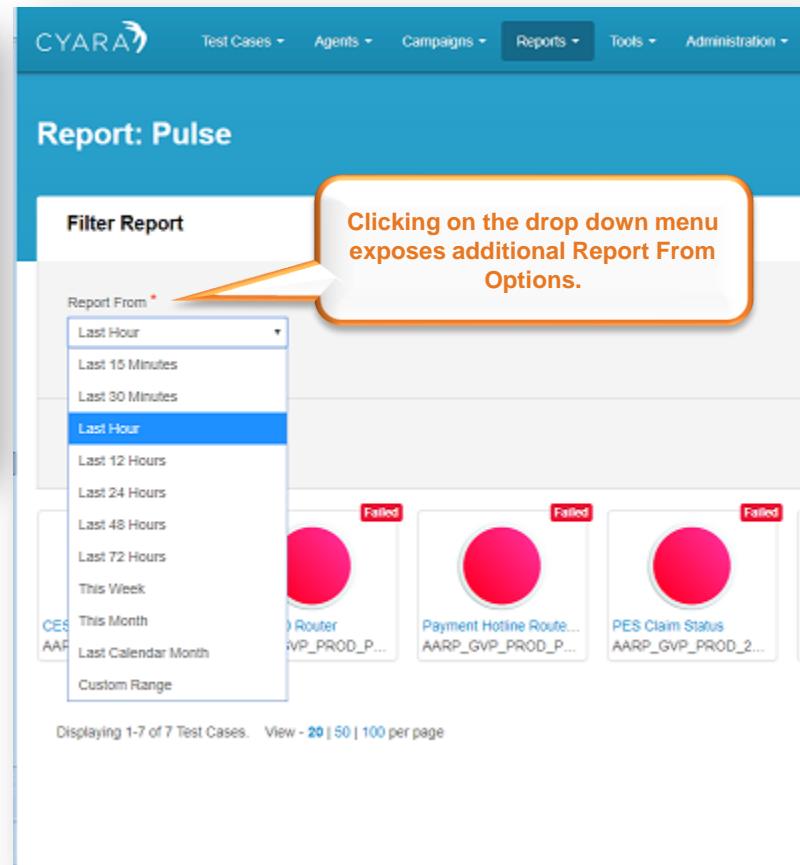
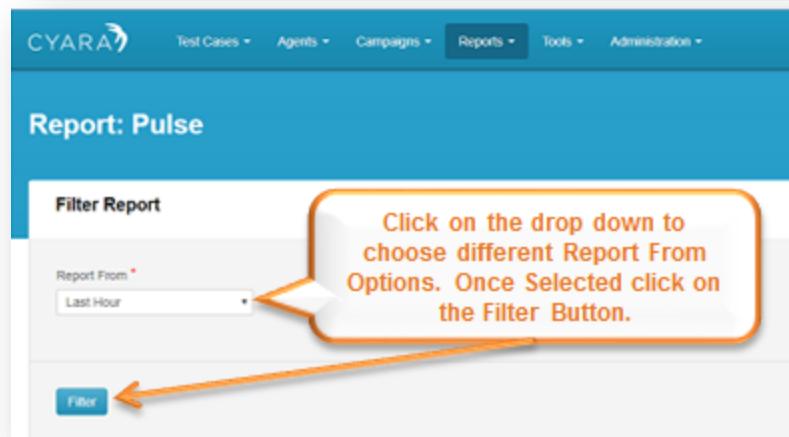
Pulse Reporting – Summary Report

⌚ 10 Minutes

Filtering of Pulse Summary Reports

To run a new Pulse report, perform the following:

1. Select the filter from the **Report From** drop-down list options.



Pulse Reporting – Summary Report

⌚ 10 Minutes

Custom Range Filter

1. Click on the Report From drop down menu and Click on Custom Range

The screenshot shows the CYARA interface with the 'Report: Pulse' title. On the left, there's a sidebar with 'CES' and 'AAP' sections. The main area has a 'Filter Report' section. A dropdown menu for 'Report From' is open, showing options like 'Last Hour', 'Last 15 Minutes', etc., with 'Last Hour' selected. A callout bubble points to this dropdown with the text: 'Clicking on the drop down menu exposes additional Report From Options.'

Below the dropdown, there's a list of other options: Last Hour, Last 15 Minutes, Last 30 Minutes, Last Hour (selected), Last 12 Hours, Last 24 Hours, Last 48 Hours, Last 72 Hours, This Week, This Month, Last Calendar Month, and Custom Range. A callout bubble points to the 'Custom Range' option with the text: 'Clicking on the Custom Range Option to expose Date Range Fields to filter from.'

At the bottom, it says 'Displaying 1-7 of 7 Test Cases. View - 20 | 50 | 100 per page'.

When the Custom Range option is selected, additional controls to specify the **From and To Date** and time are displayed on the screen:

The screenshot shows the same 'Report: Pulse' screen after selecting 'Custom Range' from the dropdown. The 'Report From' dropdown now shows 'Custom Range'. Below it, there are two date input fields: 'From Date' (set to 02/22/2019 12:00) and 'To Date' (set to 03/01/2019 12:00). A large orange callout highlights these two fields. At the bottom is a blue 'Filter' button.



LET'S TRY IT



Pulse Summary Report Viewing

1. Log into CYARA
2. Click on the Reports drop down menu
3. Hover over the Pulse menu option to expose menu options
4. Click on the Summary Reports option
5. Choose a Report From Filter
6. Click on the Filter Button
7. Click on a Test Case name from the results shown
8. Hover over each area of the pie chart
9. Hover over each of the results listed
10. Choose a Report From option from the drop down menu
11. Choose a test case Step(s) option and
12. Click on the Refresh Button
13. Click on Each of the All, Success, Satisfactory, and Unsuccessful Buttons
14. Click on the Audio icon of one of the test calls
15. Listen to the recording
16. Click on the hyperlinked Date and Time
17. Proceed to the next section in this learning module

Pulse Reporting – Detailed Reports

⌚ 10 Minutes

Detailed Reports

If you want to view the detailed report, click the **Test Case** name to drill down further into the detail of a Test Case run(s).

The screenshot shows the CYARA Pulse reporting interface. At the top, there's a navigation bar with links for Test Cases, Agents, Campaigns, Reports (which is currently selected), Tools, and Administration. On the right, it shows 'Optum Contact Center Services Delivery' and 'MSVstolpm'. Below the navigation is a blue header bar with the text 'Report: Pulse'. Underneath is a 'Filter Report' section with a dropdown menu set to 'Last Hour' and a 'Filter' button. The main area displays a grid of 7 test cases:

Test Case Name	Status	Link
CES Clm Status_Claim... AARP_GVP_PROD_2...	Success	CES Clm Status_Claim... AARP_GVP_PROD_2...
IVR 5800 Router AARP_GVP_PROD_P...	Failed	IVR 5800 Router AARP_GVP_PROD_P...
Payment Hotline Route... AARP_GVP_PROD_P...	Failed	Payment Hotline Route... AARP_GVP_PROD_P...
PES Claim Status AARP_GVP_PROD_2...	Failed	PES Claim Status AARP_GVP_PROD_2...
PHP_Router_MainMenu AARP_GVP_PROD_P...	Success	PHP_Router_MainMenu AARP_GVP_PROD_P...
Pulse PV Auth and Pro... Optum IVR - Prod Puls...	Success	Pulse PV Auth and Pro... Optum IVR - Prod Puls...
Silver Snkr_Main Menu... AARP_GVP_PROD_P...	Failed	Silver Snkr_Main Menu... AARP_GVP_PROD_P...

Below the grid, a message says 'Displaying 1-7 of 7 Test Cases.' with pagination links 'View - 20 | 50 | 100 per page'. Two orange callout boxes provide instructions: one points to the 'Filter' button with the text 'Click on the drop down to choose different Report From Options. Once Selected click on the Filter Button.', and another points to the first test case link with the text 'Click on any of the individual hyperlinked test case name and results to view the details of the campaign run.'

Pulse Reporting – Detailed Reports

⌚ 10 Minutes

On the Pulse detail reports page, the details for all runs of that specific Test Case over a period of time are displayed as a pie chart under Call Results Breakup.

The screenshot shows a Pulse report for the campaign 'AARP_GW' and test case 'IVR 5800 Router'. A pie chart indicates 31 total calls, with segments for Failed (red), Inconclusive (orange), and Success (green). A callout points to the pie chart with the text: 'Hover or click on one of the results in the circle to get a pop up window of results.' Another callout points to the table with the text: 'Click on any of the individual test case results [hyperlinked Date] to view the details of test case validation run.' A third callout points to the audio file download icons with the text: 'Click on any of the individual test case results audio file buttons to download and listen to the media file.'

Hover or click on one of the results in the circle to get a pop up window of results.

31 total calls

Campaign: AARP_GW

Test Case: IVR 5800 Router

Report Period: This Month

Start Date: Jul 01

End Date: Jul 31

Filter Report

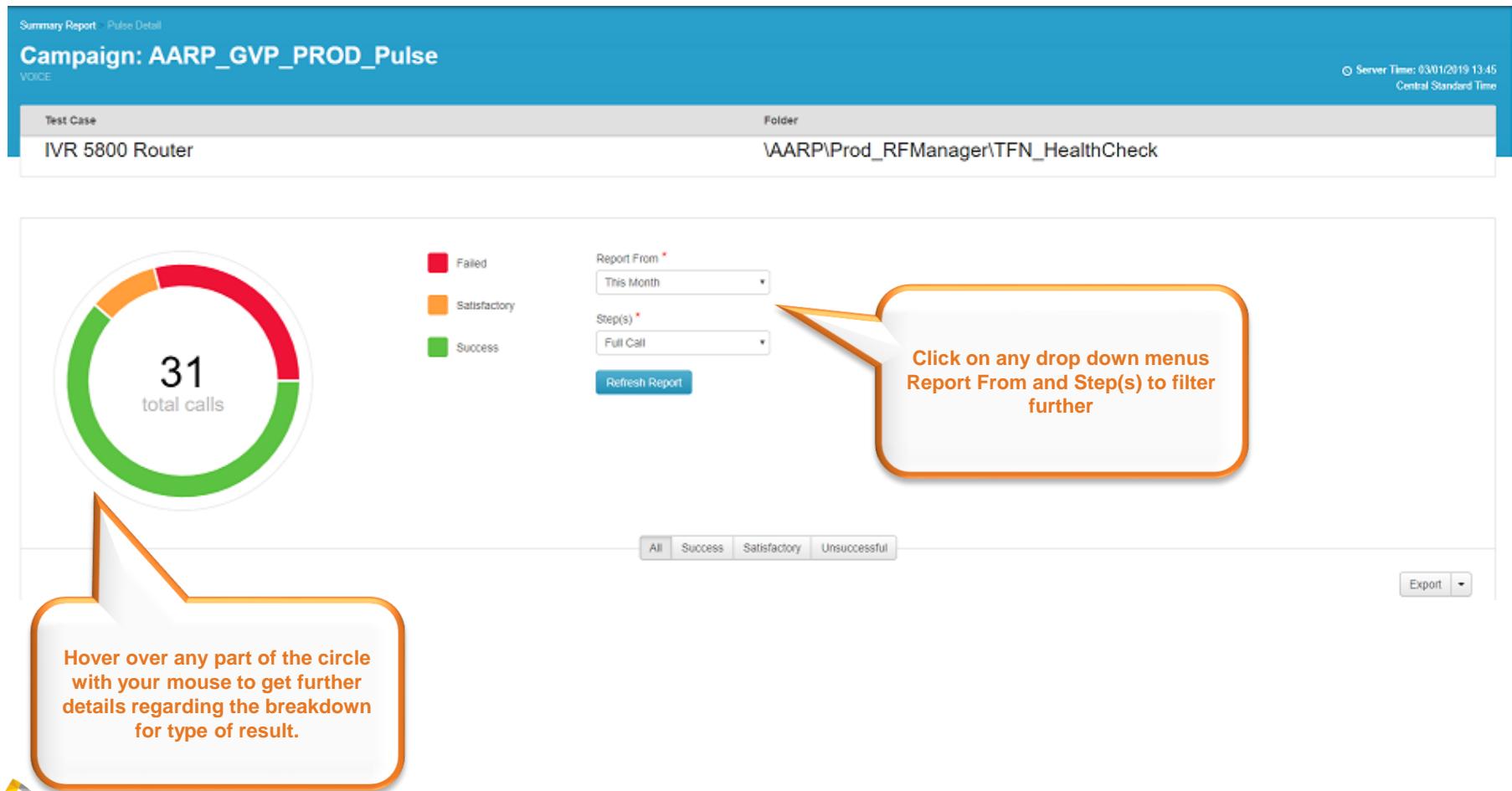
Pulse: \AARPIProd_RFManager\TFN_HealthCheck

Date	Called Number	Question	Details / Result	Result	Action
2024-07-01 03:32:00	160027430100# 03: ET3_101_204	03:42.090		Green	
2024-07-01 03:37:00	160027430100# 03: ET3_101_204	03:41.360		Green	
2024-07-01 03:38:20	160027430100# 03: ET3_101_204	03:43.274	Step 0: No-match. Confidence: 0% is less than the required 80%.	Red	
2024-07-01 03:42:00	160027430100# 03: ET3_101_204	03:45.021	Step 0: Response time exceeded Minor Threshold Time of 0 seconds. Maximum step confidence: 95.2%	Yellow	
2024-07-01 03:42:10	160027430100# 03: ET3_101_204	03:45.021		Green	
2024-07-01 03:47:00	160027430100# 03: ET3_101_204	03:45.160	Step 0: No-match. Confidence: 0% is less than the required 80%.	Red	
2024-07-01 03:47:20	160027430100# 03: ET3_101_204	03:45.480		Green	
2024-07-01 03:47:30	160027430100# 03: ET3_101_204	03:45.720	Step 0: Response time exceeded Minor Threshold Time of 0 seconds	Yellow	
2024-07-01 03:47:40	160027430100# 03: ET3_101_204	03:45.970		Green	
2024-07-01 03:47:50	160027430100# 03: ET3_101_204	03:46.087	Step 0: No-match. Confidence: 0% is less than the required 80%.	Red	
2024-07-01 03:48:00	160027430100# 03: ET3_101_204	03:48.070	Step 0: No-match. Confidence: 0% is less than the required 80%.	Yellow	
2024-07-01 03:48:10	160027430100# 03: ET3_101_204	03:48.752	Step 0: No-match. Confidence: 0% is less than the required 80%.	Red	
2024-07-01 03:48:20	160027430100# 03: ET3_101_204	03:49.090	Step 0: No-match. Confidence: 0% is less than the required 80%.	Yellow	
2024-07-01 03:48:30	160027430100# 03: ET3_101_204	03:49.210	Step 0: No-match. Confidence: 0% is less than the required 80%.	Red	
2024-07-01 03:48:40	160027430100# 03: ET3_101_204	03:49.414	Step 0: No-match. Confidence: 0% is less than the required 80%.	Yellow	
2024-07-01 03:48:50	160027430100# 03: ET3_101_204	03:49.664		Green	
2024-07-01 03:49:00	160027430100# 03: ET3_101_204	03:49.850		Green	

Pulse Reporting – Detailed Reports

⌚ 10 Minutes

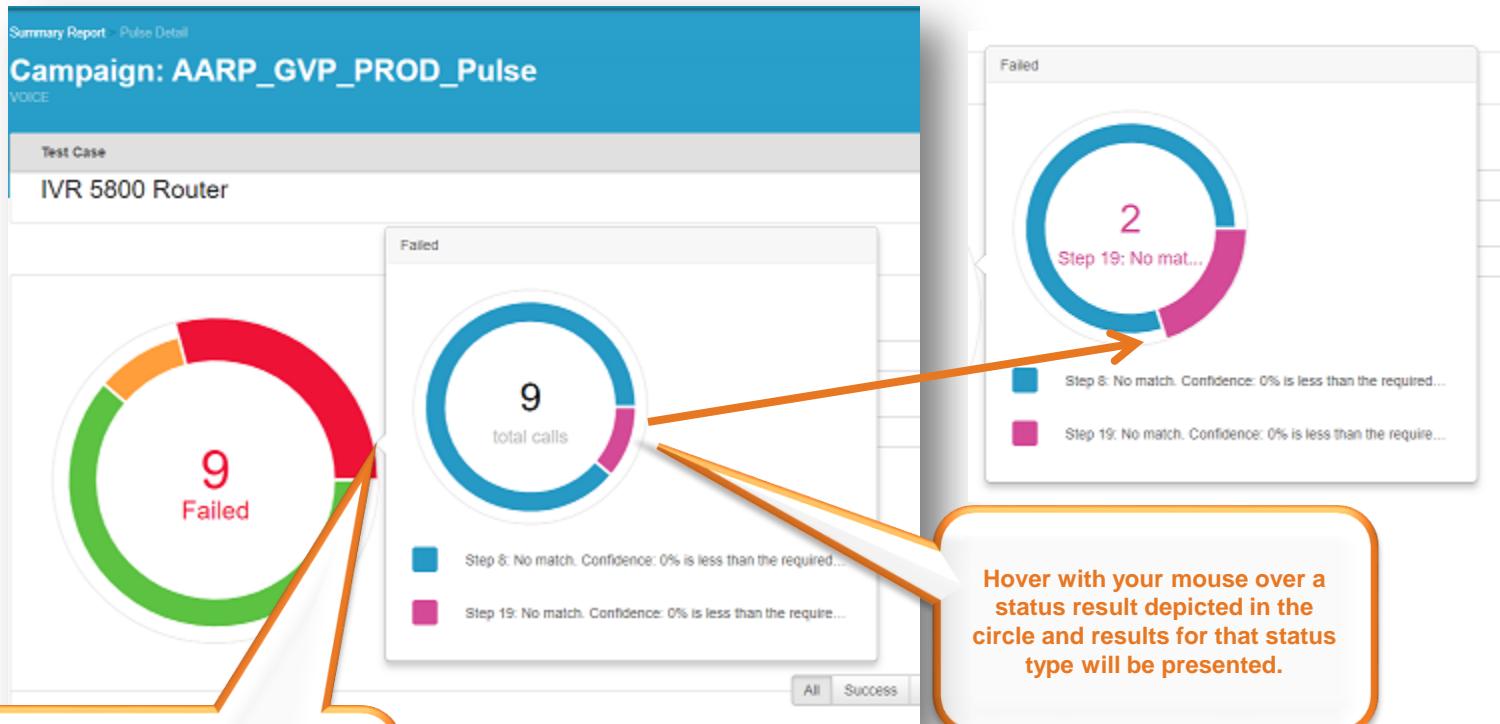
- ❑ Using your mouse you can hover over the results pie chart to get further result details breakdown
- ❑ Using your mouse you can hover over the results listing to view the percentage result
- ❑ Click on the filters for Report From and Steps to get results based on filtered choices.



Pulse Reporting – Detailed Reports

⌚ 10 Minutes

Options of the displayed pie chart provide Call Results Breakup by status.



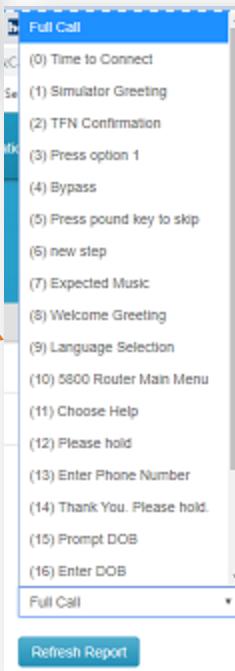
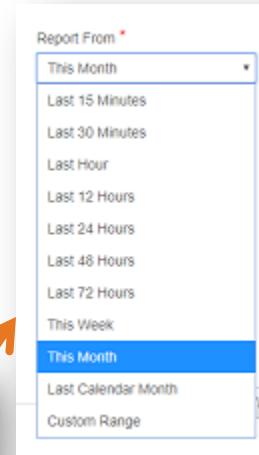
Pulse Reporting – Detailed Reports – Filter Options

⌚ 10 Minutes

Choose filter options for test campaign results by test case.

The screenshot shows the Pulse Reporting interface. On the left, there's a legend with three items: 'Failed' (red square), 'Satisfactory' (orange square), and 'Success' (green square). Below the legend, the 'Success' item has a percentage '61%' next to it. In the center, there are two dropdown menus: 'Report From' set to 'This Month' and 'Step(s)' set to 'Full Call'. A blue 'Refresh Report' button is located below these dropdowns. Three orange callout boxes provide instructions:

- A top box points to the 'Report From' dropdown with the text: "Click on either of the Report From or Step(s) drop down menus to expose additional choices for each filter."
- A middle box points to the 'Success' status entry with the text: "Hover over any of the status' with your mouse and the percentage of the result will appear."
- A bottom box points to the 'Refresh Report' button with the text: "Click on Refresh Report Button after filter selections made to Refresh the Report and provide results based on filters."

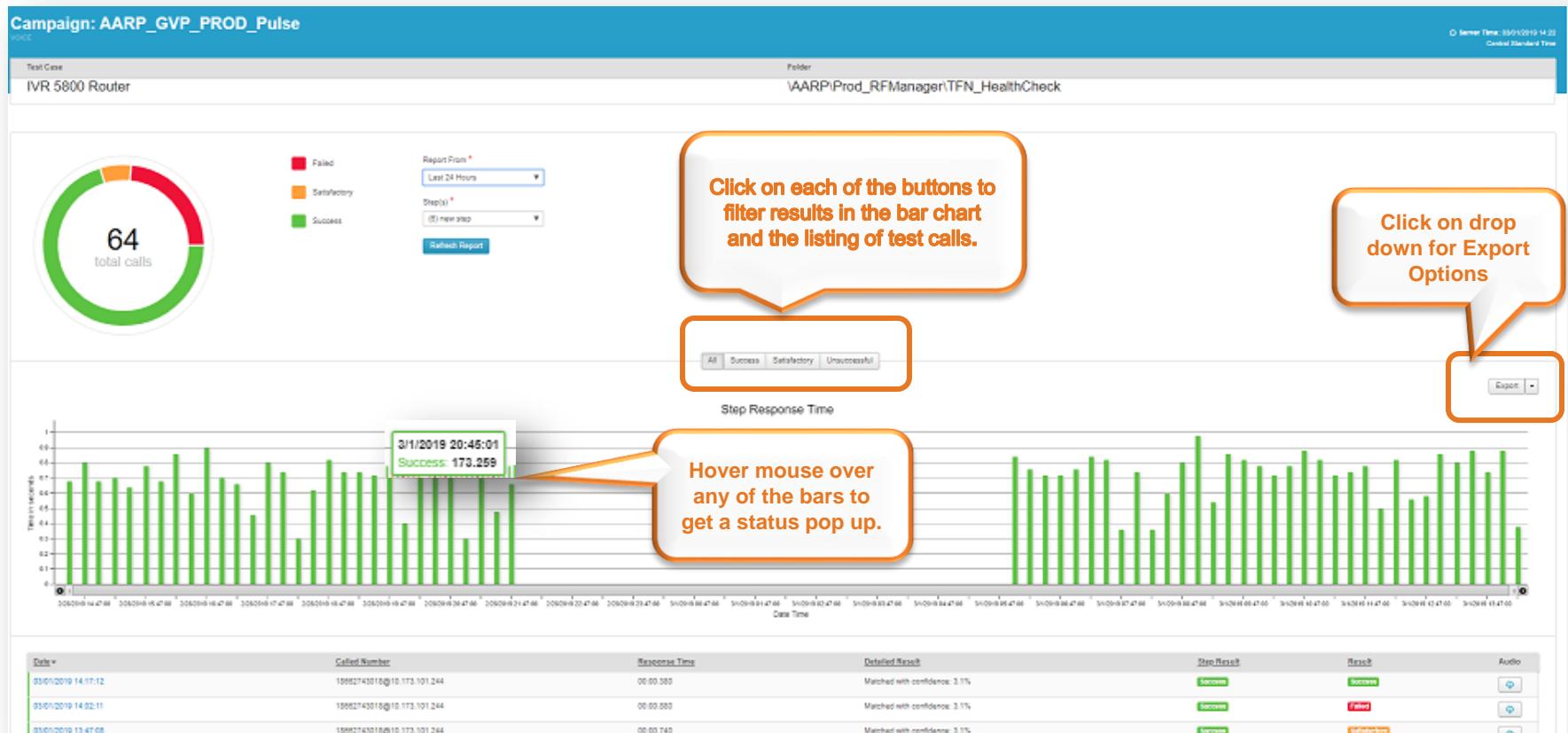


Filter by Report From Time as shown to the left.
Filter by Test Step as shown below.

Pulse Reporting – Detailed Reports – Filter Options

⌚ 10 Minutes

Also displayed is a bar graph of calls over time showing each call duration. The bars of the graph are active links that will take you to a detailed call result report if you click on them.

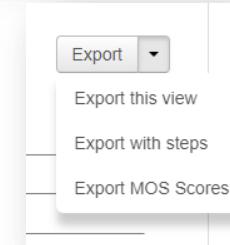


Pulse Reporting – Detailed Reports – Filter Options

⌚ 10 Minutes

The report contains the Date and Time of individual calls, Called Number. Call Durations, Detailed Result descriptions, a Call Result symbol, and a Audio link to listen to the call.

1. The report can be viewed according to each Step in the Test Case. Select the particular Step from the **Step No.** drop-down list to view the results. The report can be modified to view the list of the calls according to the run result.
2. Click the **Success** button to view the list of all the successful calls. Similarly, click the **Satisfactory** or **Unsuccessful** Only buttons to view their respective results.
3. The report results can be exported to a CSV file. Click the **Export** button to export the Test Case run results from the Cyara Web Portal.
4. Click the **Export with Steps** button if you want the Steps of each call and their results to be included in the CSV file.
5. Click the Audio  icon to:
 - Listen to the call for a Voice Campaign.
 - View screens for a Web Campaign.



Pulse Reporting – Detailed Reports – Filter Options

⌚ 10 Minutes

The report contains the list of test calls sortable by Date, Called Number, Duration, Detailed Result, and Audio. The Date format includes the date and time for an individual result and is hyperlinked to allow the click of the link to go to the test case detailed result. The Call Result has a symbol for **Success**, **Satisfactory** and **Failed**, and a Audio icon which is hyperlinked to allow the listening of the call result.

Date	Called Number	Duration	Detailed Result	Result	Audio
03/04/2019 09:30:01	18662743018@10.173.101.244	02:52.716		Success	
03/04/2019 09:15:01	18662743018@10.173.101.244	02:52.361		Success	
03/04/2019 09:00:01	18662743018@10.173.101.244	02:53.063		Success	

Click on the hyperlinked Date and Time to review the detailed result of the test case validation run.

Click on the hyperlinked number of test cases to show. Click on the Page Number to view that page of results.

Click on the hyperlinked audio icon to download the audio file and open in Media Player to listen to the call recording.

Displaying 1-20 of 94 Test Cases. View - 20 | 50 | 100 per page

Pages 1 2 3 4 5



LET'S TRY IT



View the Summary Report Details

1. Log into CYARA
2. Click on the Reports drop down menu
3. Hover over the Pulse menu option to expose menu options
4. Click on the Summary Reports option
5. Choose a Report From Filter
6. Click on the Filter Button
7. Click on a Test Case name from the results shown
8. Hover over each area of the pie chart
9. Hover over each of the results listed
10. Choose a Report From option from the drop down menu
11. Choose a test case Step(s) option and
12. Click on the Refresh Button
13. Click on Each of the All, Success, Satisfactory, and Unsuccessful Buttons
14. Click on the Hyperlinked Date of one of the test calls
15. Listen to the recording
16. Review the step by step results
17. Click on the Action Drop down Menu and choose Validate the test case
18. Proceed to the next section in this learning module

CYARA Recording Validation Pulse Campaigns

⌚ 10 Minutes

Cyara Recording Validation Pulse Campaigns

The Result Details page for a Cyara Recording Validation Pulse Campaign is as shown below:

- ☐ Clicking on the **Hyperlinked Date and Time** of the test case result will advance the user to the Results Detail Page for the Pulse Campaign
- ☐ The details contain the **Step number, Description, Expect to Hear, Reply With, Response Time, Duration, Min/Max Pause Time, Minor/Major threshold, Minimum Confidence %/MOS, PSST, Detailed Result, Result, and Audio**.

The screenshot shows the CYARA interface with the following details:

- Header:** CYARA, Test Cases, Agents, Campaigns, Reports (selected), Tools, Administration, Optum Contact Center Services Delivery, MSTulpm.
- Breadcrumbs:** Summary Report > Pulse Detail > Result Details
- Campaign:** AARP_GVP_PROD_Pulse (VOICE)
- Result Table:** Shows a single row for a successful call.

Result	Dial Result	Run Date	Duration
Success	Answered	09:45:01 03/04/2019	00:03:23 dd:hh:mm:ss
- Test Case Details:** Includes Campaign, Test Case, Test Type, Folder, Description, Called Number, Calling Number, and Ticket information.
- Result Details:** Shows the same data as the main table.
- Actions:** A context menu is open on the right, containing options like Edit Test Case, Validate Test Case, View Validation History, View Latest Validation, and View Result Summary Report.
- Audio Player:** At the bottom left, there is a waveform player showing a recording from 0:00 to 3:23.
- Step Table:** A detailed table showing steps, descriptions, expect to hear, reply with, response time, duration, pause time, major/minor, conf, and MOS values, along with PSST, detailed result, result, and audio links.



Pulse Reporting – Pulse Detail Result Detail Page

⌚ 10 Minutes

The screenshot shows the CYARA interface for a campaign named 'AARP_GVP_PROD_Pulse'. The main area displays a summary of the test case, including the result (Success), dial result (Answered), run date (09:45:01), and duration (00:03:23). Below this, detailed results for each step are shown, including step descriptions like 'Time to Connect' and 'Simulator Greeting', expected hearing, reply times, and various performance metrics. On the right side, there's a 'Result' tab with a play button and download icons, and a 'Detailed Result' tab with a play button and download icons. A context menu is open over the 'Action' dropdown, listing options like 'Edit Test Case', 'Validate Test Case', 'View Validation History', 'View Latest Validation', and 'View Result Summary Report'. Callouts with orange outlines point to specific features: one points to the breadcrumb navigation at the top left; another points to the download icon for the entire recording; a third points to the play icon for the entire recording; a fourth points to the download icon for individual steps; and a fifth points to the action menu.

- ❑ The details contain the **Step** number, **Description**, **Expect to Hear**, **Reply With**, **Response Time**, **Duration**, **Min/Max Pause Time**, **Minor/Major** threshold, **Minimum Confidence %**, **PSST**, **Detailed Result**, **Result**, and **Audio**.
- ❑ To listen to call recordings, click the embedded media player applet play button or the **Play** button under the **Result** tab. When you click the **Play** button under the **Result** tab, the file is downloaded as a .wav file.
- ❑ To download the whole recording, click the **Download Audio** icon.
- ❑ To listen only to individual Steps, click the icon adjacent to the Step. Prompt Analyzer Page will appear.

Pulse Reporting – Pulse Detail Result Detail Page

⌚ 10 Minutes

CYARA Test Cases Agents Campaigns Reports Tools Administration Optum Contact Center Services Delivery MSNstolpm

Summary Report > Pulse Detail > Result Details

Campaign: AARP_GVP_PROD_Pulse VOICE

Result	Dial Result	Run Date	Duration
Success	Answered	09:45:01 03/04/2019	00:03:23 dd:hh:mm:ss

Campaign: AARP_GVP_PROD_Pulse
Test Case: Payment Hotline Router_Agent
Test Type: Inbound
Folder: VAARPIProd_RFManagerTFN_HealthCheck
Description: This test case is to verify the selection of Rep Option for Payment hotline after business hours.
Called Number: 16662743018@10.173.101.244
Calling Number: e3145a15-34d0-480a-a78b-0a9ef1303f6b
Ticket: e3145a15-34d0-480a-a78b-0a9ef1303f6b

Result: Success
Result Details:
Dial Result: Answered
Dial Result Details: Run Date: 03/04/2019 09:45:01
Duration: 00:03:23

0.00 3.23

Step	Description	Expect to Hear	Reply With	Min / Max	Conf % / MOS	Major/Minor Conf % / MOS	PSST	Detailed Result	Result	Audio
Step	Description	Expect to Hear	Reply With	Time	Duration	Time	Major	% / MOS		
0	Time to Connect			4.05	4.05	0:0	5/10			N/A N/A
1	Simulator Greeting	The call id is {AlphaNum Scallid} Please say or enter the Deenls or T F N you wish to test.		8003178184	0.40	14.32	0/0	15/30 93.7		Matched with confidence: 93.7%. Variables: callid=011 ONG

- ☐ **Results Details Page** is broken out into several sections. The top section provides details on the result, dial result, run date, and duration of the test call.

Pulse Reporting – Pulse Detail Result Detail Page

10 Minutes

CYARA

Test Cases - Agents - Campaigns - Reports - Tools - Administration -

Optum Contact Center Services Delivery - MS911alpm -

Summary Report - Pulse Detail - Result Details

Campaign: AARP_GVP_PROD_Pulse

VOICE

Action ▾

Result	Dial Result	Run Date	Duration
Success	Answered	09:45:01 03/04/2019	00:03:23 dd.hh:mm:ss

Campaign: AARP_GVP_PROD_Pulse
Test Case: Payment_Hotline_Router_Agent
Test Type: Inbound
Folder: IAARPProd_RFManagerTFN_HealthCheck
Description: This test case is to verify the selection of Rep Option for Payment hotline after business hours.
Called Number: 186662743016@10.173.101.244
Calling Number: e3145a15-340d-49da-a78b-0a9e1303fe0b
Ticket:

Result: Success
Result Details: Payment_Hotline_Router_Agent
Dial Result: Answered
Dial Result Details: Run Date: 03/04/2019 09:45:01
Duration: 00:03:23

0:00 3:23 Cloud

Step	Description	Expect to Hear	Reply With	Min / Max						Conf	Major/Minor	PSST	Detailed Result	Result	Audio
				Time	Duration	Pause	Minor/ Major	% / %	MOS						
0	Time to Connect			4.05	4.05	0.0	5/10				Success	N/A	N/A		
1	Simulator Greeting	The call id is {AlphaNum Scallid} Please say or enter the Deenlis or T F N you wish to test.		8003178184	0.40	14.32	0/0	15/30	99.7	0/0	2	Matched with confidence: 93.7%, Variables: callid=011ONG	Success	Cloud	Cloud

- The Next section provides details on the Campaign (name), Test Case (Name). Test Type, Folder (location), Description, Called Number, Calling Number (CLI or ANI if used in the Called Number field), Ticket (used for CYARA Server location), Result, Result Details, Dial result, run date, and duration of the test call.
- Run Date and Duration can be used in finding calls in the call logs.

Pulse Reporting – Pulse Detail Result Detail Page

10 Minutes

CYARA Test Cases Agents Campaigns Reports Tools Administration Optum Contact Center Services Delivery MSNstolpm

Summary Report > Pulse Detail > Result Details

Campaign: AARP_GVP_PROD_Pulse

VOICE

Result	Dial Result	Run Date	Duration
Success	Answered	09:45:01 03/04/2019	00:03:23 dd.hh:mm:ss

Campaign: AARP_GVP_PROD_Pulse
Test Case: Payment Hotline Router_Agent
Test Type: Inbound
Folder: VAARPIProd_RFManagerTFN_HealthCheck
Description: This test case is to verify the selection of Rep Option for Payment hotline after business hours.
Called Number: 18662743018@10.173.101.244
Calling Number: e3145a15-34d0-480a-a78b-0a9ef1303fe0
Ticket:

Result: Success
Result Details: Answered
Dial Result: Answered
Run Date: 03/04/2019 09:45:01
Duration: 00:03:23

Notice the length of the call recording.

0:00 3:23

Step	Description	Expect to Hear	Reply With	Min / Max Resp Time	Max Duration	Minor / Major	Conf % / MOS	Major/Minor Conf % / MOS	PSST	Detailed Result	Result	Audio
0	Time to Connect			4.05	4.05	0:0	5/10			Success	N/A	N/A
1	Simulator Greeting	The call id is {AlphaNum Scallid} Please say or enter the Deenls or T F N you wish to test.		8003178184	0.40	14.32	0:0	15/30	93.7	0/0	2	Matched with conf idence: 93.7%. Variables: callid=011 ONG

- The next section provides the call recording for the test case validation run. Click on the Play icon to play the recording from the web page. Click on the download icon to download the call recording and play in Media Player. Click anywhere on the audio stream and click on play to start playing the recording from that spot.

0:12 0:26

Pulse Reporting – Pulse Detail Result Detail Page

⌚ 10 Minutes

The screenshot shows the CYARA interface for a campaign named "AARP_GVP_PROD_Pulse". The main table displays a single successful call result. Below the table, detailed information about the test case is provided, including the campaign, test case, folder, and description. To the right, a detailed view of the call result is shown with fields like Result, Dial Result, Run Date, and Duration. Below these sections is an audio waveform. The bottom section, highlighted with an orange border, contains a table detailing the steps of the test case, including the step number, description, expect to hear text, reply with, response time, duration, pause time, confidence percentages, PSST, detailed result, result status, and audio download links.

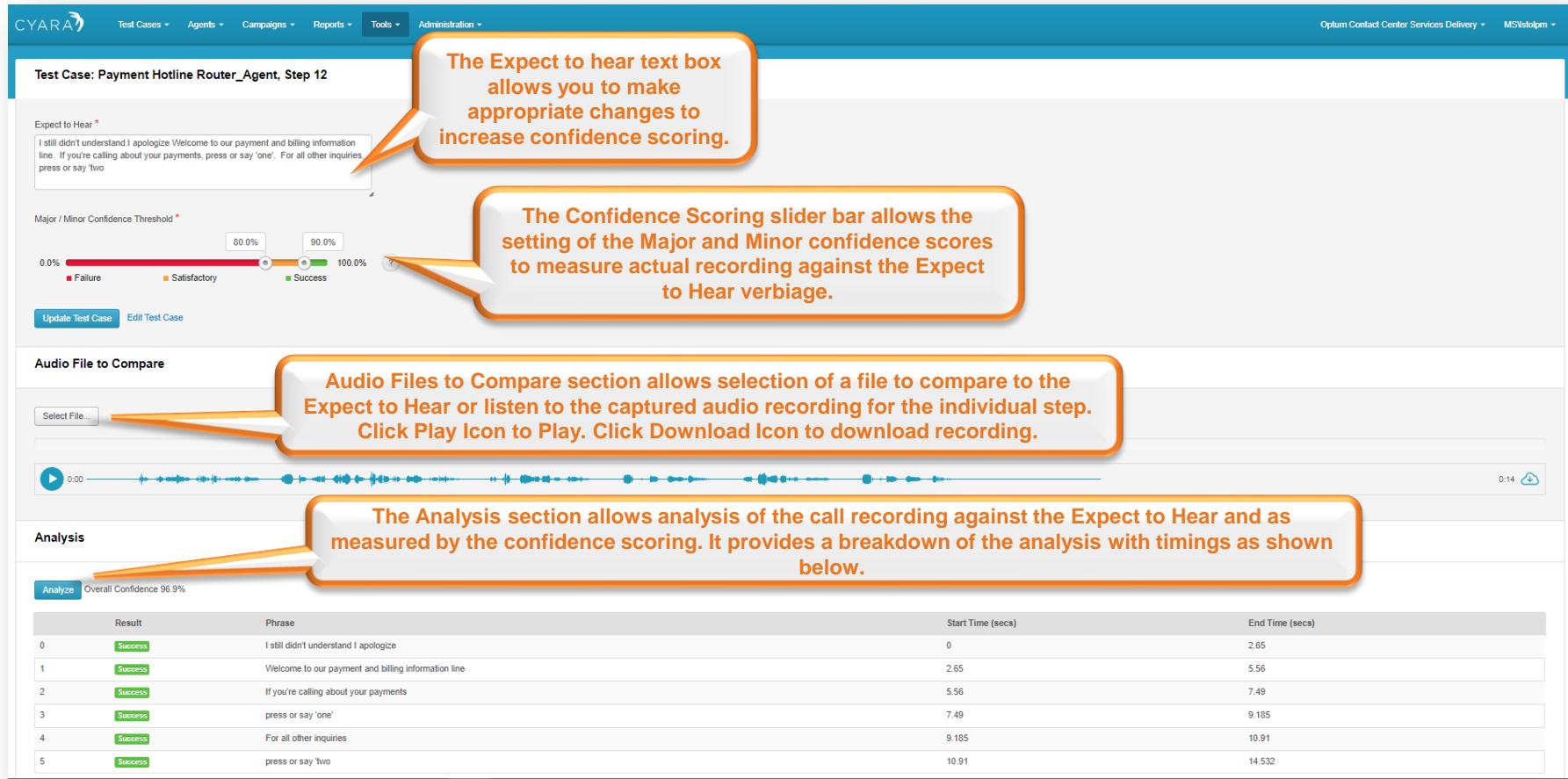
Step	Description	Expect to Hear	Reply With	Min / Max Pause Time	Conf % / MOS	Major/Minor Conf % / MOS	PSST	Detailed Result	Result	Audio		
0	Time to Connect			4.05	4.05	0.0	5/10		Success	N/A	N/A	
1	Simulator Greeting	The call id is {AlphaNum Scallid} Please say or enter the Deenls or T F N you wish to test.		8003178184	0.40	14.32	0/0	15/30	93.7	0/0	2	Matched with confidence: 93.7%. Variables: callid=011ONG

- ❑ The last section provides results breakdown by the step number, step description, Expect to Hear, Reply With, Response Time, Duration, Min / Max Pause Time, Minor / Major thresholds, Confidence percentage / MOS, Major / Minor Confidence percentage / MOS, Post Speech Silence Timeout (PSST), Detailed Result, Result Status Icon, Audio icons for download and analyze.

Pulse Reporting – Result Details – Prompt Analyzer

⌚ 10 Minutes

Clicking on the analyze  icon to advance to the Prompt Analyzer web Page as shown in the snippet below. See the Tools Learning Module for more on the use of Prompt Analyzer.



The Expect to hear text box allows you to make appropriate changes to increase confidence scoring.

The Confidence Scoring slider bar allows the setting of the Major and Minor confidence scores to measure actual recording against the Expect to Hear verbiage.

Audio Files to Compare section allows selection of a file to compare to the Expect to Hear or listen to the captured audio recording for the individual step. Click Play Icon to Play. Click Download Icon to download recording.

The Analysis section allows analysis of the call recording against the Expect to Hear and as measured by the confidence scoring. It provides a breakdown of the analysis with timings as shown below.

Result	Phrase	Start Time (secs)	End Time (secs)
0	Success I still didn't understand I apologize	0	2.65
1	Success Welcome to our payment and billing information line	2.65	5.56
2	Success If you're calling about your payments	5.56	7.49
3	Success press or say 'one'	7.49	9.185
4	Success For all other inquiries	9.185	10.91
5	Success press or say 'two'	10.91	14.532



LET'S TRY IT



Reviewing the Prompt Test Call Result and Steps

1. Log into CYARA
2. Click on the Reports drop down menu
3. Hover over the Pulse menu option to expose menu options
4. Click on the Summary Reports option
5. Choose a Report From Filter if no results are shown
6. Click on the Filter Button only if a filter was used to show results
7. Click on a Test Case name from the results shown
8. Scroll down to the Test Calls Listing
9. Click on one of the hyperlinked test calls date and time
10. Review the Test Call Results
11. Click on the Play Icon to listen to the entire recording
12. Click on a test case step's analyze icon to advance to Prompt Analyzer
13. Review the Expect to Hear and make any appropriate corrections
14. Adjust the Confidence Scoring by moving the slider radio buttons or typing a new value in the text boxes
15. Listen to the recording
16. Click on the Analyze Button
17. Review the Analysis section
18. Use the Breadcrumbs to go back to the Pulse Detail Page
19. Proceed to the next section in this learning module

Pulse Reporting – Custom Report

⌚ 15 Minutes

Custom Reporting

The Custom Reports feature allows you to create your own report with optional filters that can be scheduled and the results emailed to you periodically.

The screenshot shows the CYARA platform's main interface. At the top, there is a navigation bar with links for 'Test Cases', 'Agents', 'Campaigns', 'Reports', 'Tools', and 'Administration'. A dropdown menu for 'Reports' is open, showing options like 'Cruncher', 'Replay', 'Outbound', 'Call Records', 'SMS Usage', 'Pulse', 'Dashboard', 'Agent', 'Summary Report', 'Custom Reports', and 'Active Alerts'. An orange arrow points from the text below to the 'Custom Reports' option in this menu. Below the menu, there is a section titled 'Campaign Runs' with a table listing various campaigns. The table columns include 'Name', 'Requested', 'Scheduled', 'Run_Status', 'Channel', and 'Plan_Type'. The table lists several entries, such as 'regression', 'AARP_GVP_PROD_24by7', 'OPT_IVR_GVP_Stag...', 'AARP_GVP_PROD_Pulse', 'Optum IVR - Prod Pulse POC', and '2.21 TNs Stage'. The last row shows a timestamp of '03/04/2019 03:48'.

Name	Requested	Scheduled	Run_Status	Channel	Plan_Type
regression	03/06/2019 00:24	03/06/2019 00:24	Queued	Voice	Pulse
AARP_GVP_PROD_24by7	03/05/2019 08:22	03/05/2019 08:22	Queued	Voice	Pulse
OPT_IVR_GVP_Stag...	03/05/2019 08:15	03/05/2019 08:15	Queued	Voice	Pulse
AARP_GVP_PROD_Pulse	03/05/2019 08:15	03/05/2019 08:15	Queued	Voice	Pulse
Optum IVR - Prod Pulse POC	03/05/2019 08:11	03/05/2019 08:11	Queued	Voice	Pulse
2.21 TNs Stage	03/04/2019 03:48	03/04/2019 03:48	Completed	Voice	Replay

Viewing Reports

To view the reports, click the **Reports** option from the main menu, then choose **Custom** from the Pulse section. The following screen appears and shows a list of all the current reports that have been created for your Account. They are ordered alphabetically by **Name**. See next slide

Pulse Reporting – Custom Report

⌚ 15 Minutes

The following screen appears and shows a list of all the current reports that have been created for your Account. They are ordered alphabetically by **Name**.

Click on the column name to sort by either Name, Next Run, or Last Run.

Name	Schedule	Next Run	Last Run
AARP Custom Report	every day	03/06/2019 07:00	03/05/2019 07:00
AARP Healthcheck	every day	03/06/2019 08:00	03/05/2019 08:00
AARP Hourly Pulse	every 2 hours	03/06/2019 09:00	03/05/2019 07:00
OPTUM_IVR_REPLAY_QA	Schedule Disabled	—	12/18/2018 05:14
OPTUM IVR STG PULSE	Schedule Expired	—	12/12/2018 09:00

Displaying 1-5 of 5 Pulse Reports. View - 20 | 50 | 100 per page

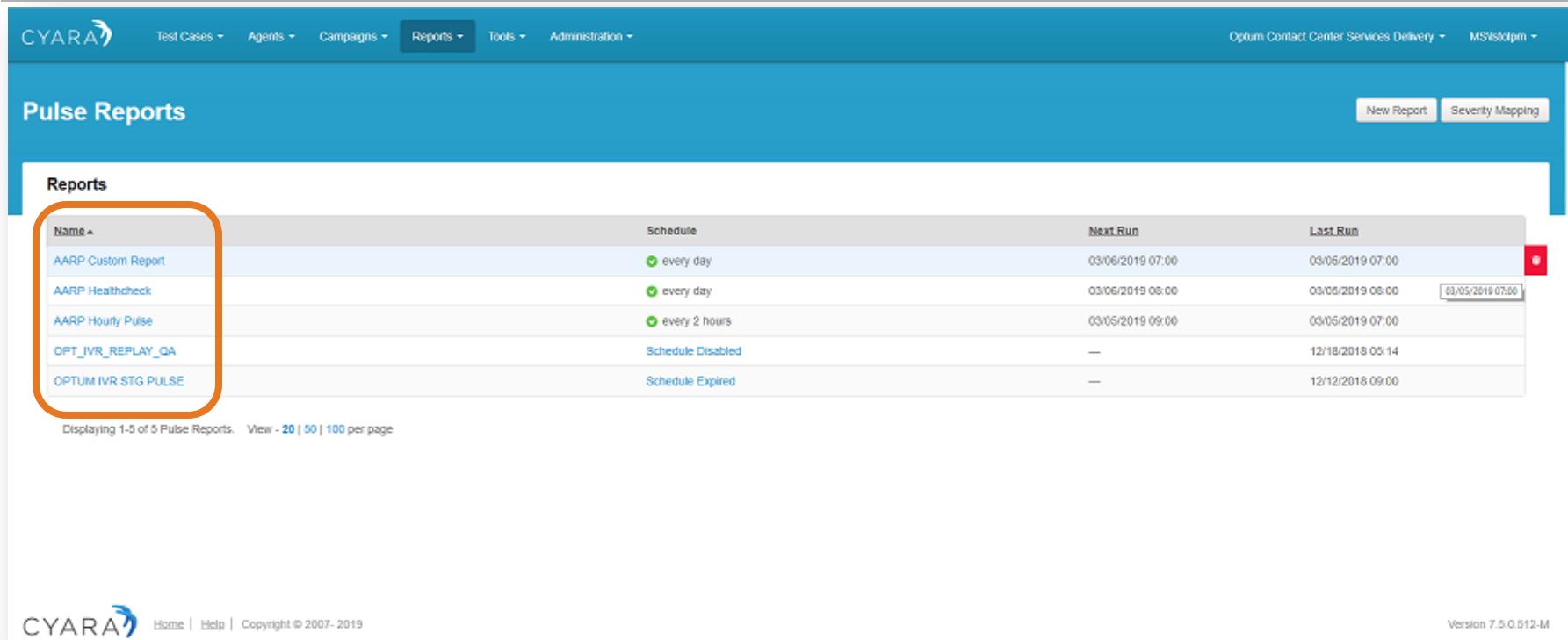
CYARA Home | Help | Copyright © 2007- 2019 Version 7.5.0.512-M

You can sort the page either by the **Name**, **Next Run**, or **Last Run** date fields. If you hover over the individual reports, it will display the trash icon; use this icon to delete a report.

Note: If a report is disabled, it appears as **Schedule Disabled** in the above screen and also in the individual report's page. If the schedule of a report is in an expired state, the report appears as **Schedule Expired** in the above screen and also in the individual report's page.

Pulse Reporting – Custom Report – View Existing Report

⌚ 15 Minutes



The screenshot shows the CYARA Pulse Reports interface. At the top, there is a navigation bar with links for Test Cases, Agents, Campaigns, Reports (which is the active tab), Tools, and Administration. On the right side of the header, there are links for Optum Contact Center Services Delivery and MSListolpm. Below the header, the page title is "Pulse Reports". There are two buttons at the top right: "New Report" and "Severity Mapping". The main content area is titled "Reports" and contains a table with the following data:

Name	Schedule	Next Run	Last Run
AARP Custom Report	every day	03/06/2019 07:00	03/05/2019 07:00
AARP Healthcheck	every day	03/06/2019 08:00	03/05/2019 08:00
AARP Hourly Pulse	every 2 hours	03/06/2019 09:00	03/05/2019 07:00
OPT_IVR_REPLY_QA	Schedule Disabled	—	12/18/2018 05:14
OPTUM IVR STG PULSE	Schedule Expired	—	12/12/2018 09:00

Below the table, a message says "Displaying 1-5 of 5 Pulse Reports. View - 20 | 50 | 100 per page". At the bottom left, there is a CYARA logo and links for Home, Help, and Copyright © 2007-2019. At the bottom right, it says "Version 7.5.0.512-M".

To view or edit an existing custom report, click on the **Hyperlinked Report Name** and the screen advances to the Edit Custom Report Page as shown on the next slide.

Pulse Reporting – Edit Custom Report

15 Minutes

Click on the Report Schedule Button to make changes to the Schedule.
Click on the Export Report drop down menu to view export options.

The screenshot shows the CYARA Pulse Reporting interface. At the top, there's a navigation bar with links like Test Cases, Agents, Campaigns, Reports (which is selected), Tools, and Administration. Below the navigation is a breadcrumb trail: Custom Reports > Edit Custom Report > AARP Custom Report. The main content area has several sections:

- Report Filters:** Includes Channel (Voice), Period (Last 24hr), Date & Time from: 03/04/2019 09:00, To: 03/05/2019 09:00, and an Apply button. A callout box says: "Selectable drop down menu choices for creation or editing of existing report. Channel, Period, Choosing Custom From Period enables Date & Time From and To. Click Apply button to apply the changes".
- Breadcrumbs to move from one screen to the next.** A callout box points to the breadcrumb trail.
- Editable Name of the Report viewing.** A callout box points to the report title "AARP Custom Report".
- Summary:** Results of Total Calls. A pie chart shows 349 total calls, divided into Success (78%) and Satisfactory (22%). A callout box says: "Using mouse over any of the Pie Chart Status' to enable pop-up window show detail breakdown of the status. Using mouse over any Status menu to get the status percentage. Click on the status hyperlinked name to advance to filtered Status Results Page." It also points to the status breakdown in the pie chart.
- Failure Reasons (0)**: A section showing zero failure reasons.
- Change Report Filters**: A button located in the top right corner of the filters section.
- Test Case:** A table showing test case results. The columns are Test Case, Total, Success, Satisfactory, Failed, Success %, and Severity. The data is as follows:

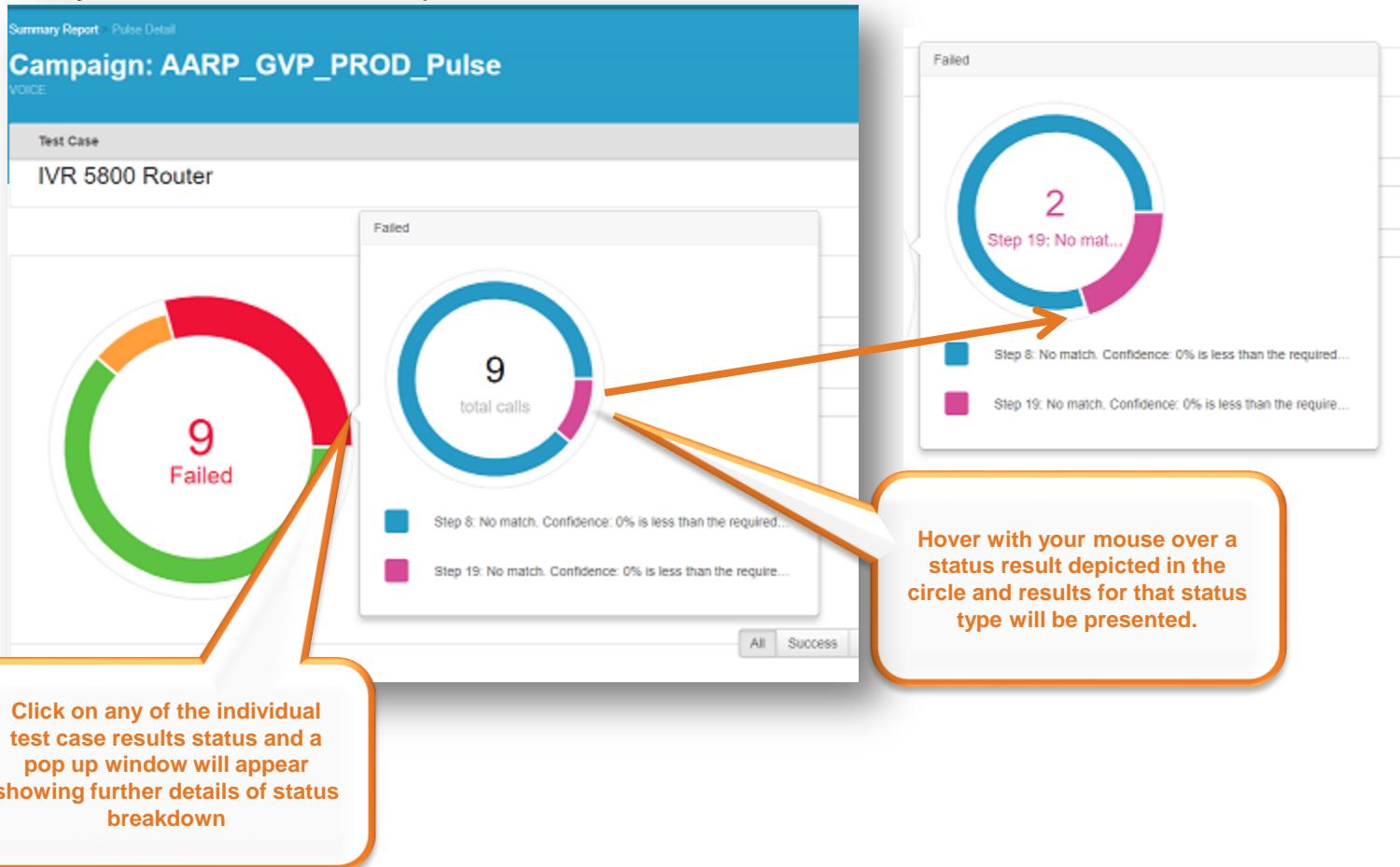
Test Case	Total	Success	Satisfactory	Failed	Success %	Severity
AARPI/Prod_RFManager/TFN_HealthCheck/ICES Clm Status_Claim Service	48	38	8	2	79	High
AARPI/Prod_RFManager/TFN_HealthCheck/IVR 5800 Router	64	48	3	13	75	High
AARPI/Prod_RFManager/TFN_HealthCheck/Payment Hotline Router_Agent	63	46	8	9	73	High
AARPI/Prod_RFManager/TFN_HealthCheck/PES Claim Status	48	33	5	10	69	High
AARPI/Prod_RFManager/TFN_HealthCheck/PHIP_Router_MainMenu	63	49	5	9	78	High
AARPI/Prod_RFManager/TFN_HealthCheck/Silver Snkr_Main Menu_Operator Request	63	51	6	6	81	High

At the bottom left, it says "Displaying 1-6 of 8 Test Cases". A callout box at the bottom left says: "The Results list shown is sortable by clicking on the column title. Click on the Hyperlinked Test Case Name to advance to the Test Case Breakdown Report Page."

Pulse Reporting – Custom Reports

⌚ 15 Minutes

- ❑ The pie chart displays the number of Successful, Satisfactory, Failed, and Aborted calls.
- ❑ To obtain a further breakdown of **satisfactory**, **failed**, or aborted calls, hover the mouse pointer over the related segment of the pie chart, and a second pie chart will be shown that provides a breakdown of the calls by detailed result description.



Pulse Reporting – Custom Report – TC Details

⌚ 15 Minutes

The Results list shown is sortable by clicking on the column title. Click on the Hyperlinked Test Case Name to advance to the Test Case Breakdown Report Page.

Test Case	Total	Success	Satisfactory	Failed	Success %	Jittery
AARPIProd_RFManagerTFN_HealthCheckCES_Cm_Status_Claim_Service	40	38	0	2	79	
AARPIProd_RFManagerTFN_HealthCheckUR_8000_Router	84	40	3	13	76	
AARPIProd_RFManagerTFN_HealthCheckPayment_Hotline_Router_Agent	83	40	0	9	73	
AARPIProd_RFManagerTFN_HealthCheckPES_Cm_Status	40	33	0	10	83	
AARPIProd_RFManagerTFN_HealthCheckPHP_Router_ManMenu	83	40	0	9	78	
AARPIProd_RFManagerTFN_HealthCheckSilver_Site_Main_Menu_Operator_Request	83	81	0	0	81	

1. To obtain even more detailed information about a call, click the Test Case link under the Details column. The Test Case Breakdown report is as shown:

Custom Report | Edit Custom Report | Test Case Breakdown | Report Report | Server Name: 09142018-B2B

AARP Custom Report

Test Case: CES Clm Status_Claim_Service Folder: AARPIProd_RFManagerTFN_HealthCheck

48 total calls

Legend: Success (Green), Failed (Red), Satisfactory (Orange)

Date	Duration	Detailed Result	Result	Audio
03/15/2019 09:01:01	0:14:246			
03/15/2019 09:31:01	0:0:10.011	Step 0: No answer within 10 seconds		
03/15/2019 08:01:01	0:0:10.016	Step 0: No answer within 10 seconds		
03/15/2019 07:31:01	0:14:337			
03/15/2019 07:21:01	0:14:365			
03/15/2019 06:31:01	0:14:346			
03/15/2019 06:01:01	0:14:4754	Step 0: Response time exceeded Minor Threshold Time of 5 seconds		
03/15/2019 05:31:01	0:14:4558			
03/15/2019 05:01:01	0:15:00.112	Step 0: Response time exceeded Minor Threshold Time of 5 seconds		
03/15/2019 04:31:01	0:14:329			
03/15/2019 04:01:01	0:15:274	Step 0: Response time exceeded Minor Threshold Time of 5 seconds		
03/15/2019 03:30:01	0:14:548			
03/15/2019 03:01:01	0:14:369	Step 0: Response time exceeded Minor Threshold Time of 5 seconds		
03/15/2019 02:31:01	0:14:484			
03/15/2019 02:01:01	0:14:487			
03/15/2019 01:31:01	0:15:00.026			
03/15/2019 01:01:01	0:14:542	Step 0: Response time exceeded Minor Threshold Time of 5 seconds		
03/15/2019 00:31:01	0:14:565			
03/14/2019 00:01:01	02:10.981	Step 0: No match, Confidence: 0% is less than the required 85%		
03/14/2019 23:30:02	0:14:079			

Pulse Reporting – Custom Report

⌚ 15 Minutes

- Click the link under the **Date** column to display the Test Call details of that particular call. The report is as shown: [Notice this screen is similar to screens shown in the Test Case Validation Learning Module.]

The screenshot shows a test call summary for the campaign "AARP_GVP_PROD_24by7". The summary includes:

- Result: Success
- Dial Result: Answered
- Run Date: 09:01:01
- Duration: 00:01:48

A red box highlights the "Result Details" section, which displays the same information as the summary. Below this is a waveform audio player showing the recording from 0:00 to 1:48.

The main table below lists test steps with their descriptions, expected responses, and recorded results. The columns include:

Step	Description	Expect to Hear	Reply With	Time	Min / Max Pause	Minor % / Major	Conf % / MOS	Major/Minor Conf % / MOS	PSST	Detailed Result	Result	Audio			
0	Time to Connect				4.41	4.41	0/0	5/10			Success	N/A	N/A		
1	Simulator Greeting	The call id is (AlphaNum Scallid) Please say or enter the Deenis or T F N you wish to test			8004446544	0.62	14.44	0/0	15/30	96.9	0/0	2	Matched with confidence: 95.9% Variables: callid=0 2JKR6		
2	TFN Confirmation	I heard you say (Digits) is that correct, you can say yes or press 1, otherwise say no or press 2				0.54	14.51	0/0	15/30	96.4	0/0	2	Matched with confidence: 95.4%		
3	Press option 1				1	0.00	0.36	0/0	0/0		0/0	0	Success	N/A	N/A
4	Bypass	Please say or enter the ANI you wish to test or press the # key to skip				0.78	7.39	0/0	15/30	96.8	0/0	2	Matched with confidence: 95.8%		
5	Press pound key to skip				#	0.00	0.36	0/0	0/0		0/0	0	Success	N/A	N/A
6	new step	To specify the service from specific care press 1, For dental press 2 (*)to skip press #			#	0.70	24.50	0/0	15/30	3.1	0/0	1	Matched with confidence: 3.1%		
7	Expected Music	(*)				0.30	5.47	0/0	5/8	100	80/90	2	Matched with confidence: 100%		

Note: The Call Engine ID, Full Calling Party, Full Called Party, Ticket, and Recording Path are additional fields that are displayed only for **Platform Level Users**. Other users can add the {LogInfo} Tag with CallID, Ticket, and CallEngineID in the Note field of the Test Case to capture this information. See CYARA User Guide for Tags for additional information.



LET'S TRY IT



Viewing Custom Reports

1. Log into CYARA
2. Click on the Reports drop down menu
3. Hover over the Pulse menu option to expose menu options
4. Click on the Custom Reports option
5. Click on the Custom Report Name
6. Click on the Channel drop down filter Click on a Channel
7. Click on the Period drop down Click on Custom
8. Choose Date & Time From and To Dates
9. Click on the Apply Button
10. Click on the Change Report Filters Button
11. Choose Test Cases
12. Choose Failure Reasons
13. Click on the Save & Run
14. Review the Summary section
15. Use the Breadcrumbs to go back to the Custom Reports Page
16. Proceed to the next section in this learning module

Pulse Reporting – Severity Mapping

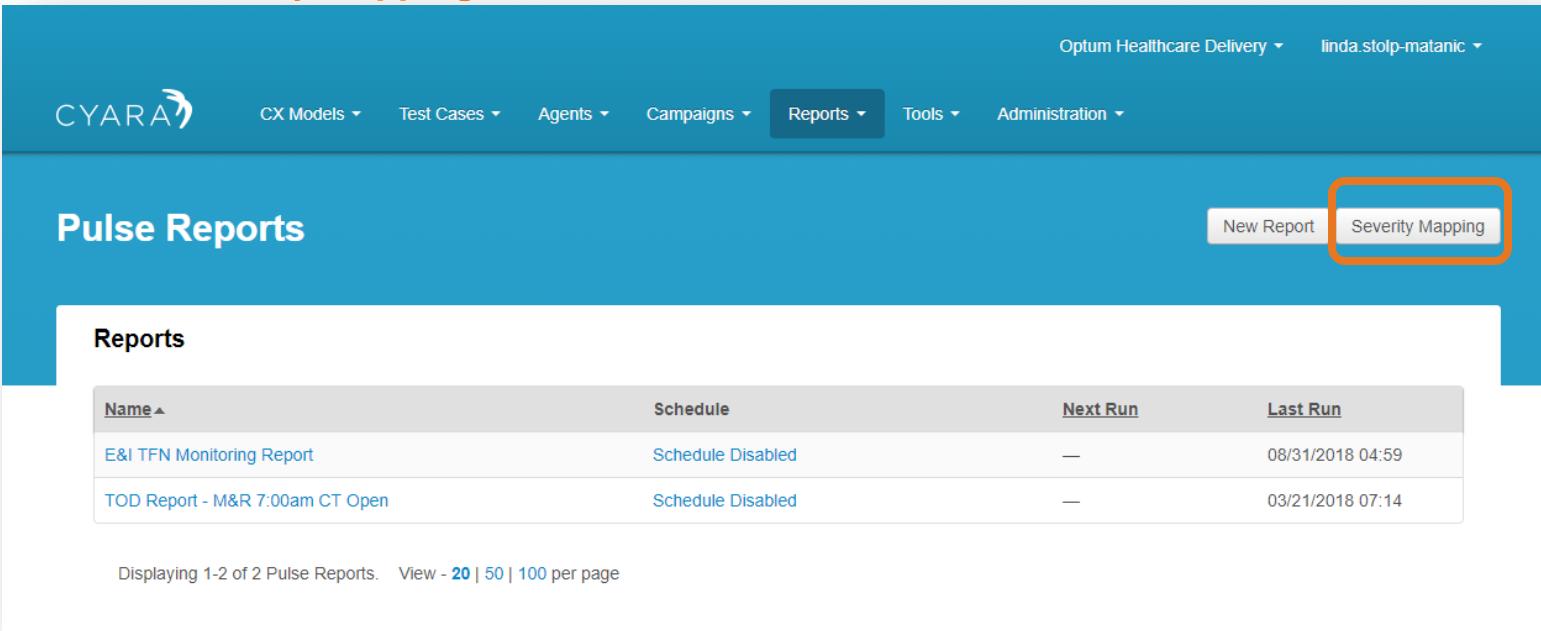
⌚ 5 Minutes

Severity Mapping

☐ **Severity Mapping** defines the Account-wide mapping for the failure reasons to a severity level. When a Test Case fails, its failure is grouped into an existing failure reason category, for example:

- ☐ "Step 0: Response time exceeded Minor Threshold Time of 5 seconds" would be recorded against the detailed result with a failure reason of "Exceeded Minor Threshold".

1. Click on the Reports Menu
2. Using your mouse hover over the Pulse Menu to expose menu options
3. Click on **Custom Reports**
4. Click on the **Severity Mapping** Button



The screenshot shows the CYARA Pulse Reports interface. At the top, there is a navigation bar with links for CX Models, Test Cases, Agents, Campaigns, Reports (which is currently selected), Tools, and Administration. On the far right, it shows the user's name, Linda Stolp-Matanic. Below the navigation bar, the main title is "Pulse Reports". In the top right corner of the main area, there are two buttons: "New Report" and "Severity Mapping", with "Severity Mapping" being highlighted by a red rectangular box. A large white box labeled "Reports" contains a table with two rows of data. The columns are "Name", "Schedule", "Next Run", and "Last Run". The first row has a link to "E&I TFN Monitoring Report" with "Schedule Disabled" and run dates of 08/31/2018 04:59. The second row has a link to "TOD Report - M&R 7:00am CT Open" with "Schedule Disabled" and run dates of 03/21/2018 07:14. At the bottom left, there is a message: "Displaying 1-2 of 2 Pulse Reports. View - 20 | 50 | 100 per page".

Name	Schedule	Next Run	Last Run
E&I TFN Monitoring Report	Schedule Disabled	—	08/31/2018 04:59
TOD Report - M&R 7:00am CT Open	Schedule Disabled	—	03/21/2018 07:14

Pulse Reporting – Severity Mapping

⌚ 5 Minutes

Severity Mapping

5. Based on the failure reason, the severity level can be set. To set the severity level, against the failure reason, select the drop-down under **Severity** and choose either **Low**, **Medium**, or **High**.
6. After you set the severity level, click the **Save Details** button.
7. To **Cancel** Changes click the **Cancel** Button.

The screenshot shows the CYARA software interface with a blue header bar containing navigation links: CX Models, Test Cases, Agents, Campaigns, Reports (selected), Tools, and Administration. Below the header, a breadcrumb trail indicates 'Custom Reports - Severity Mapping'. The main content area has a title 'Severity Mapping' and a sub-section titled 'Map Failure Reasons to Severity'. A table lists six failure reasons with their corresponding severity levels. The 'Failure Reason' column includes: Aborted Step, Aborted Test Case Before Call, Aborted Test Case During Step, Call Busy, Call No Answer, and Call Rejected. The 'Severity' column contains dropdown menus for each row, with 'High' selected for all. A red box highlights the 'Save Details' and 'Cancel' buttons at the top right of the table area.

Failure Reason	Severity
Aborted Step	High
Aborted Test Case Before Call	High
Aborted Test Case During Step	High
Call Busy	High
Call No Answer	High
Call Rejected	High



LET'S TRY IT



Severity Mapping

1. Click on the Reports Menu
2. Using your mouse hover over the Pulse Menu to expose menu options
3. Click on **Custom** Reports
4. Click on the **Severity Mapping** Button
5. Based on the failure reason, the severity level can be set. To set the severity level, against the failure reason, select the drop-down under **Severity** and choose either **Low**, **Medium**, or **High**.
6. After you set the severity level, click the **Save Details** button.
7. To **Cancel** Changes click the **Cancel** Button.
8. Proceed to the next section of this learning module.

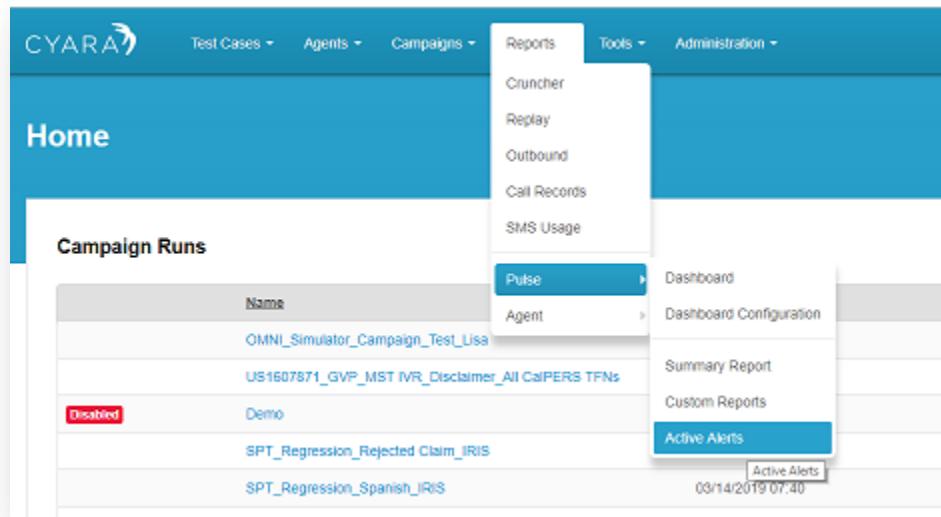
Pulse Reporting – Active Alerts

⌚ 10 Minutes

Active Alerts Report

The Active Alerts report displays Pulse Campaign Test Cases that are currently in an alert state, meaning that the Minor or Major failure threshold count has been crossed. The report provides operational information about how long a Pulse Test Case has been in an alert state so that you can take the appropriate action based on your organization's incident management policies.

To view the current Active Alerts, select **Reports** using your mouse hover over the **Pulse** Menu option to expose and choose **Active Alerts**.



Pulse Reporting – Active Alerts

⌚ 10 Minutes

The Pulse Reports: Active Alerts page appears with a listing of the active alerts reports that have been created.

- ❑ **Campaign:** name of the Pulse Campaign running the Test Case affected
- ❑ **Test Case:** name of the Test Case in alert state
- ❑ **Step:** number of the Step that failed during the last Pulse run
- ❑ **Failure Type:** Minor or Major failure
- ❑ **First Occurrence:** date and time when the failure thresholds were crossed
- ❑ **Active Time:** how long the Test Case has been in an alert state
- ❑ **Alerts Sent:** how many notification runs have sent out alerts via email/SMS. If the alert frequency is set to “Once”, the notifications will be sent only for unique errors.



Campaign	Test Case	Step	Failure Type	First Occurrence	Active Time	Alert Sent
System Team_MST_INMIVR.cert...	INMIVR_TC_01_Member_PA_Status - No PA	3.Thank you for calling Optum RX	Major	10/03/2018 07:13	169 days 1 hour 9 minutes	0
System Team_MST_INMIVR.cert...	INMIVR_TC_02_Member_Single PA_Approved Status_Repeat	12.Repeat	Major	10/03/2018 07:21	169 days 1 hour 1 minute	0
MST_Regression_Speak to an A...	MST_Spk w/ Advocacy_English_TC01_Mbr Auth_ANIDOBZIP_S...	9.Confirmation Prompt	Major	12/12/2018 11:58	98 days 19 hours 24 minutes	0
MST_Regression_Speak to an A...	MST_Spk w/ Advocacy_English_TC02_Mbr Auth_ANIDOBZIP_S...	9.Confirmation Prompt	Major	12/12/2018 11:58	98 days 19 hours 24 minutes	0
MST_Regression_Speak to an A...	MST_Spk w/ Advocacy_English_TC08_Physician_ANIDOBZIP_S...	10.PA Status Menu	Major	12/12/2018 11:58	98 days 19 hours 24 minutes	0
MST_Regression_Speak to an A...	MST_Spk w/ Advocacy_Spanish_TC11_ANI+DOB+ZIP_Main men...	7.Confirmation feed back n Main menu	Major	12/12/2018 11:58	98 days 19 hours 24 minutes	0
MST_Regression_Speak to an A...	MST_Spk w/ Advocacy_Spanish_TC12_ANI+DOB+ZIP_Main men...	7.Confirmation feed back n Main menu	Major	12/12/2018 11:58	98 days 19 hours 24 minutes	0
US1504745_ANI_AUTH_SCRIPT...	US1504745_TC01_ScriptmedPatientAuthentication_ANIMultiMatch...	4.Welcome	Major	01/09/2019 04:01	71 days 3 hours 21 minutes	0
US1504745_ANI_AUTH_SCRIPT...	US1504745_TC03_ScriptmedPatientAuthentication_ANIDB_Valid...	5.Spanish	Major	01/09/2019 04:05	71 days 3 hours 16 minutes	0
US1504745_ANI_AUTH_SCRIPT...	US1504745_TC04_ScriptmedPatientAuthentication_ValidPPN+DO...	6.Spanish	Major	01/09/2019 04:09	71 days 3 hours 13 minutes	0
US1504745_ANI_AUTH_SCRIPT...	US1504745_TC05_ScriptmedPatientAuthentication_InvalidANI_Va...	5.Spanish	Major	01/09/2019 04:12	71 days 3 hours 10 minutes	0
US1504745_ANI_AUTH_SCRIPT...	US1504745_TC06_ScriptmedPatientAuthentication_InvalidPPN_ZIP...	5.Spanish	Major	01/09/2019 04:19	71 days 3 hours 3 minutes	0
US1504745_ANI_AUTH_SCRIPT...	US1504745_TC07_ScriptmedPatientAuth_CallerType_DTMF	8.DOB Entry	Major	01/09/2019 04:20	71 days 3 hours 2 minutes	0
MST_Production Deployment_Ch...	CallStart_GlobalBehavior_CallerType_English_No Match_DTMF	11.QA Msg	Major	02/07/2019 22:29	41 days 8 hours 52 minutes	0
OMNI_Simulator_Campaign_Test...	QE_Simulator_Startup_OptumRx_ANI Entered	5.ANI Confirm	Minor	03/19/2019 08:45	1 day 23 hours 37 minutes	0

Displaying 1-15 of 15 Test Cases. View - 20 | 50 | 100 per page

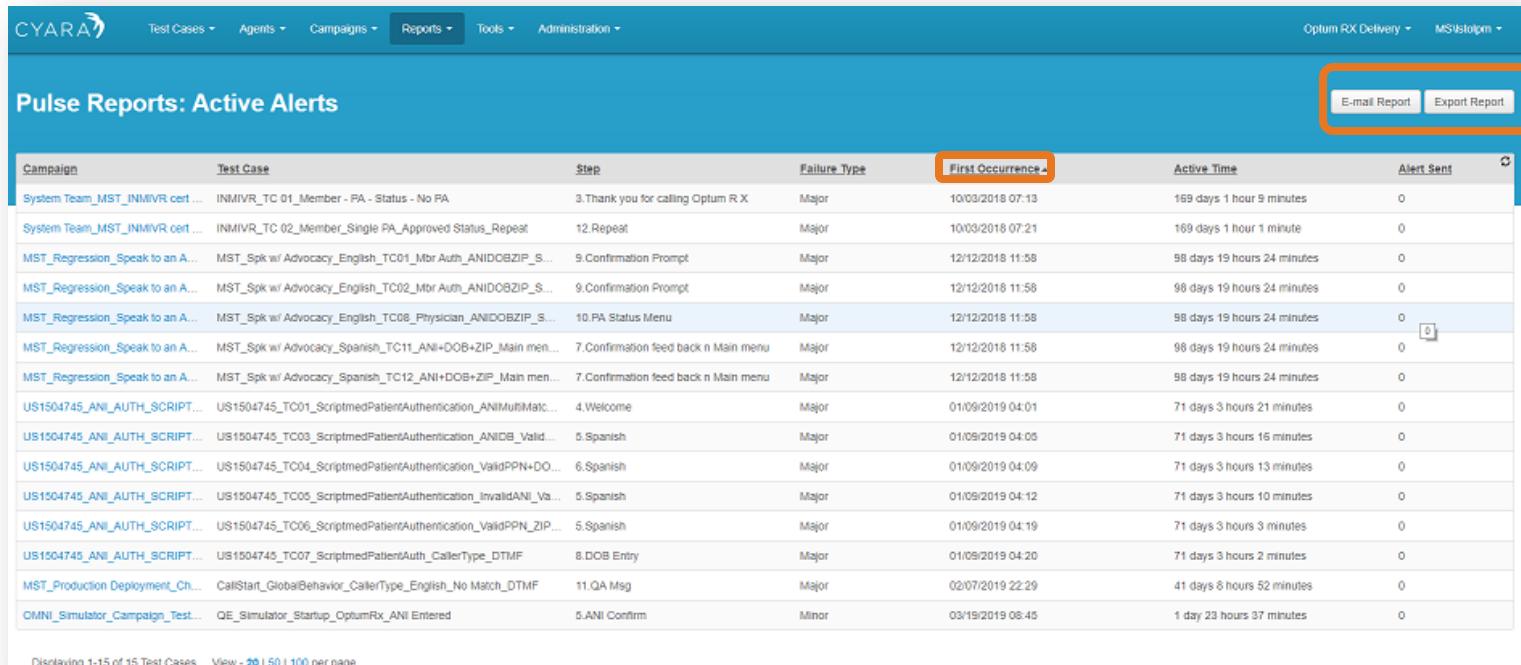
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Pulse Reporting – Active Alerts

⌚ 10 Minutes

Report actions:

1. To sort the alert list, click on the matching column title. By default, the list will order the alerts by the First Occurrence
2. To refresh the report, click the refresh icon in the top right corner of the table.
3. To export the report to CSV file, click the **Export Report** in the top right corner of the screen. This allows you to manipulate the data in a spreadsheet such as Microsoft Excel.
4. To email the report, click **Email Report** in the top right corner of the screen. You can send the CSV version to yourself or any other staff who handle incident resolution.



Campaign	Test Case	Step	Failure Type	First Occurrence	Active Time	Alert Sent
System Team_MST_INMIVR.cert...	INMIVR_TC_01_Member - PA - Status - No PA	3.Thank you for calling Optum R X	Major	10/03/2018 07:13	169 days 1 hour 9 minutes	0
System Team_MST_INMIVR.cert...	INMIVR_TC_02_Member_Single PA_Approved Status_Repeat	12.Repeat	Major	10/03/2018 07:21	169 days 1 hour 1 minute	0
MST_Regression_Speak to an A...	MST_Spk w/ Advocacy_English_TC01_Mbr Auth_ANIDOBZIP_S...	9 Confirmation Prompt	Major	12/12/2018 11:58	98 days 19 hours 24 minutes	0
MST_Regression_Speak to an A...	MST_Spk w/ Advocacy_English_TC02_Mbr Auth_ANIDOBZIP_S...	9 Confirmation Prompt	Major	12/12/2018 11:58	98 days 19 hours 24 minutes	0
MST_Regression_Speak to an A...	MST_Spk w/ Advocacy_English_TC08_Physician_ANIDOBZIP_S...	10.PA Status Menu	Major	12/12/2018 11:58	98 days 19 hours 24 minutes	0
MST_Regression_Speak to an A...	MST_Spk w/ Advocacy_Spanish_TC11_ANI+DOB+ZIP_Main men...	7.Confirmation feed back n Main menu	Major	12/12/2018 11:58	98 days 19 hours 24 minutes	0
MST_Regression_Speak to an A...	MST_Spk w/ Advocacy_Spanish_TC12_ANI+DOB+ZIP_Main men...	7.Confirmation feed back n Main menu	Major	12/12/2018 11:58	98 days 19 hours 24 minutes	0
US1504745_ANI_AUTH_SCRIPT...	US1504745_TC01_ScriptmedPatientAuthentication_ANIMultMat...	4.Welcome	Major	01/09/2019 04:01	71 days 3 hours 21 minutes	0
US1504745_ANI_AUTH_SCRIPT...	US1504745_TC03_ScriptmedPatientAuthentication_ANIDB_Valid...	5.Spanish	Major	01/09/2019 04:05	71 days 3 hours 16 minutes	0
US1504745_ANI_AUTH_SCRIPT...	US1504745_TC04_ScriptmedPatientAuthentication_ValidPPN+DO...	6.Spanish	Major	01/09/2019 04:09	71 days 3 hours 13 minutes	0
US1504745_ANI_AUTH_SCRIPT...	US1504745_TC05_ScriptmedPatientAuthentication_InvalidANI_Va...	5.Spanish	Major	01/09/2019 04:12	71 days 3 hours 10 minutes	0
US1504745_ANI_AUTH_SCRIPT...	US1504745_TC06_ScriptmedPatientAuthentication_ValidPPN_ZIP...	5.Spanish	Major	01/09/2019 04:19	71 days 3 hours 3 minutes	0
US1504745_ANI_AUTH_SCRIPT...	US1504745_TC07_ScriptmedPatientAuth_CallerType_DTMF	8.DOB Entry	Major	01/09/2019 04:20	71 days 3 hours 2 minutes	0
MST_Production Deployment_Ch...	CallStart_GlobalBehavior_CallerType_English_No Match_DTMF	11.QA Msg	Major	02/07/2019 22:29	41 days 8 hours 52 minutes	0
OMNI_Simulator_Campaign_Test	QE_Simulator_Startup_OptumRx_ANI Entered	5.ANI Confirm	Minor	03/19/2019 08:45	1 day 23 hours 37 minutes	0

Displaying 1-15 of 15 Test Cases View - 20 | 50 | 100 per page

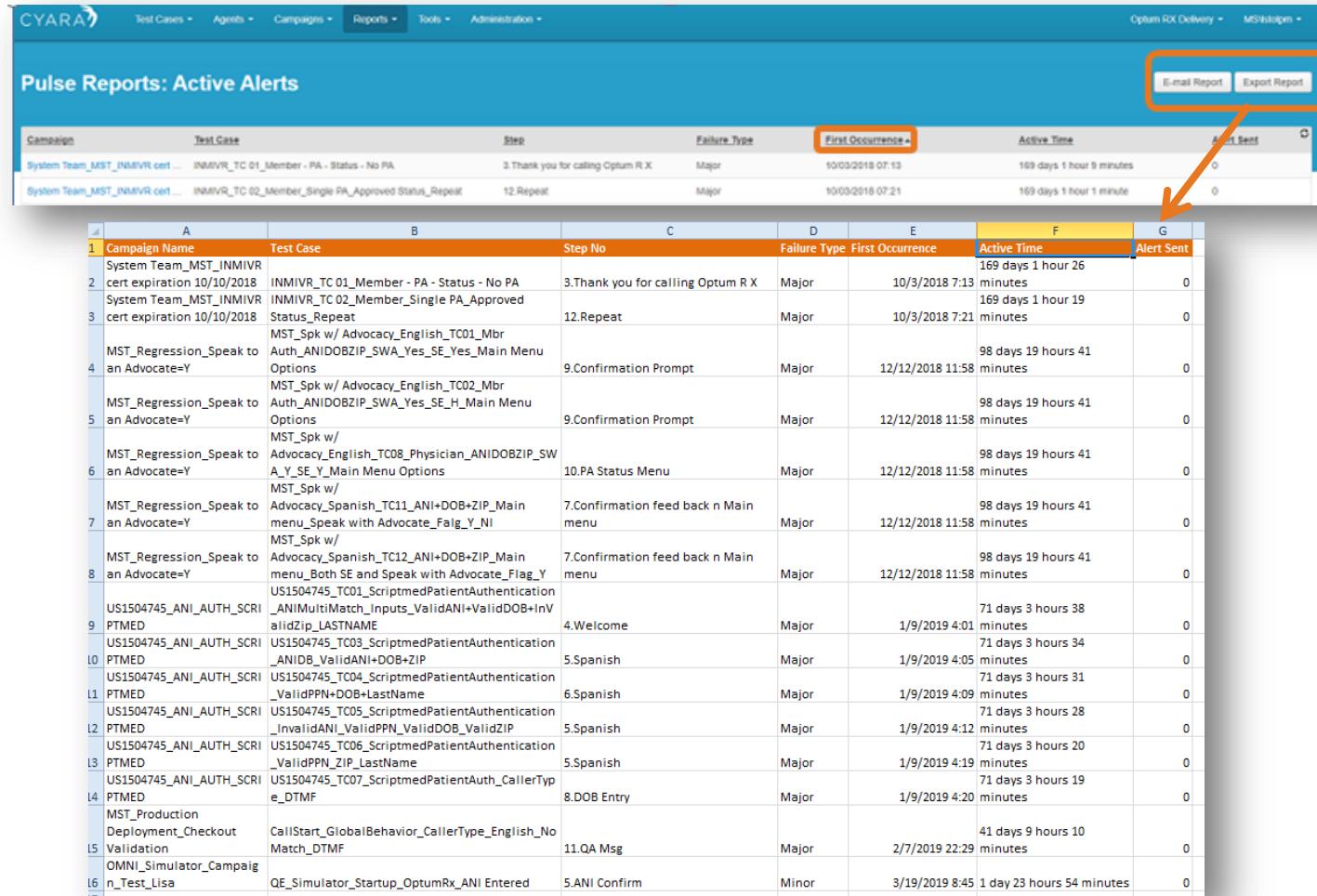
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Pulse Reporting – Active Alerts

⌚ 10 Minutes

Report actions:

1. To export the report to CSV file, click the **Export Report** in the top right corner of the screen. This allows you to manipulate the data in a spreadsheet such as Microsoft Excel.



The screenshot shows the CYARA Pulse Reports: Active Alerts interface. At the top, there are navigation tabs: Test Cases, Agents, Campaigns, Reports (which is selected), Tools, and Administration. On the right side, there are buttons for 'Optum RX Delivery' and 'MSHelpdesk'. Below the tabs, the title 'Pulse Reports: Active Alerts' is displayed. The main area contains a table with the following columns: Campaign, Test Case, Step, Failure Type, First Occurrence, Active Time, and Alert Sent. The 'Alert Sent' column has a small icon indicating no alerts have been sent. At the bottom of the table, there are two buttons: 'E-mail Report' and 'Export Report', which is highlighted with a red box and an arrow pointing to it. The table data includes rows for various test cases and their corresponding steps and failure types.

Campaign	Test Case	Step	Failure Type	First Occurrence	Active Time	Alert Sent
A	B	C	D	E	F	G
System Team_MST_INMIVR cert expiration 10/10/2018	INMIVR_TC_01_Member - PA - Status - No PA	3.Thank you for calling Optum R X	Major	10/03/2018 07:13	169 days 1 hour 9 minutes	0
System Team_MST_INMIVR cert expiration 10/10/2018	INMIVR_TC_02_Member_Single PA_Approved Status_Repeate	12.Repeat	Major	10/03/2018 07:21	169 days 1 hour 1 minute	0
1 Campaign Name	Test Case	Step No	Failure Type	First Occurrence	Active Time	Alert Sent
2 System Team_MST_INMIVR cert expiration 10/10/2018	INMIVR_TC_01_Member - PA - Status - No PA	3.Thank you for calling Optum R X	Major	10/3/2018 7:13	169 days 1 hour 26 minutes	0
3 System Team_MST_INMIVR cert expiration 10/10/2018	INMIVR_TC_02_Member_Single PA_Approved Status_Repeate	12.Repeat	Major	10/3/2018 7:21	169 days 1 hour 19 minutes	0
4 MST_Regression_Speak to an Advocate=Y	MST_Spk w/ Advocacy_English_TC01_Mbr Auth_ANIDOBZIP_SWA_Yes_SE_Yes_Main Menu Options	9.Confirmation Prompt	Major	12/12/2018 11:58	98 days 19 hours 41 minutes	0
5 MST_Regression_Speak to an Advocate=Y	MST_Spk w/ Advocacy_English_TC02_Mbr Auth_ANIDOBZIP_SWA_Yes_SE_H_Main Menu Options	9.Confirmation Prompt	Major	12/12/2018 11:58	98 days 19 hours 41 minutes	0
6 MST_Regression_Speak to an Advocate=Y	MST_Spk w/ Advocacy_English_TC08_Physician_ANIDOBZIP_SWA_Y_SE_Y_Main Menu Options	10.PA Status Menu	Major	12/12/2018 11:58	98 days 19 hours 41 minutes	0
7 MST_Regression_Speak to an Advocate=Y	MST_Spk w/ Advocacy_Spanish_TC11_ANI+DOB+ZIP_Main menu_Speak with Advocate_Falg_Y_NI	7.Confirmation feed back n Main menu	Major	12/12/2018 11:58	98 days 19 hours 41 minutes	0
8 MST_Regression_Speak to an Advocate=Y	MST_Spk w/ Advocacy_Spanish_TC12_ANI+DOB+ZIP_Main menu_Both SE and Speak with Advocate_Flag_Y	7.Confirmation feed back n Main menu	Major	12/12/2018 11:58	98 days 19 hours 41 minutes	0
9 PTMED	US1504745_ANI_AUTH_SCRIPTEDPATIENTAUTHENTICATION_ANIMultiMatch_Inputs_ValidANI+ValidDOB+InV alidZip_LASTNAME	4.Welcome	Major	1/9/2019 4:01	71 days 3 hours 38 minutes	0
10 PTMED	US1504745_ANI_AUTH_SCRIPTEDPATIENTAUTHENTICATION_ANIDB_ValidANI+DOB+ZIP	5.Spanish	Major	1/9/2019 4:05	71 days 3 hours 34 minutes	0
11 PTMED	US1504745_TC04_ScriptedPatientAuthentication_ValidatePN+DOB+LastName	6.Spanish	Major	1/9/2019 4:09	71 days 3 hours 31 minutes	0
12 PTMED	US1504745_TC05_ScriptedPatientAuthentication_InvalidANI+ValidDPN+ValidDOB+ValidZIP	5.Spanish	Major	1/9/2019 4:12	71 days 3 hours 28 minutes	0
13 PTMED	US1504745_TC06_ScriptedPatientAuthentication_ValidatePN_ZIP_LastName	5.Spanish	Major	1/9/2019 4:19	71 days 3 hours 20 minutes	0
14 PTMED	US1504745_TC07_ScriptedPatientAuth_CallerType_DTMF	8.DOB Entry	Major	1/9/2019 4:20	71 days 3 hours 19 minutes	0
15 Validation OMNI_Simulator_Campaign	MST_Production_Deployment_Checkout_CallStart_GlobalBehavior_CallerType_English_NoMatch_DTMF	11.QA Msg	Major	2/7/2019 22:29	41 days 9 hours 10 minutes	0
16 n_Test_Lisa	QE_Simulator_Startup_OptumRx_ANI Entered	5.ANI Confirm	Minor	3/19/2019 8:45	1 day 23 hours 54 minutes	0

Pulse Reporting – Active Alerts

⌚ 10 Minutes

Report actions:

1. To email the report, click **Email Report** in the top right corner of the screen. You can send the CSV version to yourself or any other staff who handle incident resolution.

The screenshot shows the Cyara Pulse Reports: Active Alerts interface. At the top right, there are two buttons: "E-mail Report" and "Export Report", both highlighted with an orange box. An arrow points from this box down to an "Email Report" confirmation window. The window has a "Send To" field containing "linda_l_stolp-matanic@Optum.com". Below it is a note: "Send to one or more recipients; use a comma (,) to separate addresses." and two buttons: "E-mail Report" and "Cancel".

Active Alert Summary

The Cyara Team <cyarasupport@optum.com>

Sent: Thu 3/21/2019 9:40 AM
To: Stolp-Matanic, Linda L
Retention Policy: UHG2Year (2 years) Expires: Expiration Suspended (3/20/2021)

[Message](#) [PulseActiveAlertsReport.csv \(3 KB\)](#)

Hi,

Please find attached the Active Alert summary report. It lists all active alerts (both major and minor) as of 3/21/2019 8:40:01 AM.

Please refer to [Active Alerts](#) for further details.

Pulse Reporting – Active Alerts

⌚ 10 Minutes

As well as being informed about the Pulse Test Cases currently in alert states, this report allows you to identify the root cause of an incident.

Campaign	Test Case	Step	Failure Type	First Occurrence	Active Time	Alert Sent
System Team_MST_INMIVR cert...	NMIVR_TC_01_Member - PA - Status - No PA	3.Thank you for calling Optum R X	Major	10/03/2018 07:13	169 days 2 hours 49 minutes	0
System Team_MST_INMIVR cert...	NMIVR_TC_02_Member_Single PA_Approved Status_Repeat	12.Repeat	Major	10/03/2018 07:21	169 days 2 hours 42 minutes	0

To find this information, you can click on the report's row, which will navigate to the Pulse call history page, as shown below.

Choose a date range within a 3 month range limitation. Once chosen click on Refresh Report Button.

Use your mouse to hover over get result breakouts.

Date	Called Number	Duration	Detailed Result	Result	Audio
03/21/2019 08:45:24	18004115941@10.173.101.244	01:23.832	Step 0: Response time exceeded Minor Threshold Time of 3 seconds. Matched with confidence: 96.9%	Satisfactory	<input type="button"/>
03/21/2019 08:44:56	18004115941@10.173.101.244	01:23.892	Step 0: Response time exceeded Minor Threshold Time of 5 seconds	Satisfactory	<input type="button"/>
03/21/2019 08:44:03	18004115941@10.173.101.244	01:21.406	Step 5: Response time exceeded Minor Threshold Time of 3 seconds. Matched with confidence: 97.1%	Satisfactory	<input type="button"/>
03/20/2019 08:45:26	18004115941@10.173.101.244	01:21.306	Step 5: Response time exceeded Minor Threshold Time of 3 seconds. Matched with confidence: 97.2%	Satisfactory	<input type="button"/>
03/20/2019 08:45:04	18004115941@10.173.101.244	01:22.992	Step 0: Response time exceeded Minor Threshold Time of 5 seconds	Satisfactory	<input type="button"/>
03/20/2019 08:44:03	18004115941@10.173.101.244	01:22.592	Step 0: Response time exceeded Minor Threshold Time of 5 seconds	Satisfactory	<input type="button"/>
03/19/2019 08:46:26	18004115941@10.173.101.244	01:21.555	Step 0: Response time exceeded Minor Threshold Time of 5 seconds	Satisfactory	<input type="button"/>
03/19/2019 08:45:04	18004115941@10.173.101.244	01:22.992	Step 0: Response time exceeded Minor Threshold Time of 5 seconds	Satisfactory	<input type="button"/>

Pulse Reporting – Active Alerts

⌚ 10 Minutes

The screenshot shows a reporting interface for a campaign named "OMNI_Simulator_Campaign_Test_Lisa". The main heading is "Active Alerts - Pulse Detail". Below it, the specific test case is "QE_Simulator_Startup_OptumRx_ANI Entered". The report is titled "Optimized Regression Test Cases\OMNI IVR\Call Start". A large orange circle in the center displays the number "8" and the word "Satisfactory". To the right of the circle are filtering options: "Report From" (Custom Range), "From Date" (03/19/2019 00:45), "To Date" (03/21/2019 02:46), "Step(s)" (Full Call), and a "Refresh Report" button. Below these filters is a navigation bar with tabs: All, Success, Satisfactory, and Unsuccessful. The main content area lists call attempts in a table. The first row is highlighted with a red box around the date "03/21/2019 00:45:04" and the result "Satisfactory". The last three columns of the table are also highlighted with red boxes. The table has columns: Date, Called Number, Duration, Detailed Result, Result, and Audio. The detailed results for the first few rows indicate response time exceeded minor thresholds.

Date	Called Number	Duration	Detailed Result	Result	Audio
03/21/2019 00:45:04	10004115941@10.173.101.244	01:23.852	Step 5: Response time exceeded Minor Threshold Time of 2 seconds. Matched with confidence: 96.9%	Satisfactory	
03/21/2019 00:44:58	10004115941@10.173.101.244	01:23.892	Step 0: Response time exceeded Minor Threshold Time of 5 seconds	Satisfactory	
03/21/2019 00:44:03	10004115941@10.173.101.244	01:21.495	Step 5: Response time exceeded Minor Threshold Time of 2 seconds. Matched with confidence: 97.1%	Satisfactory	
03/20/2019 00:45:06	10004115941@10.173.101.244	01:21.295	Step 5: Response time exceeded Minor Threshold Time of 3 seconds. Matched with confidence: 97.2%	Satisfactory	
03/20/2019 00:45:04	10004115941@10.173.101.244	01:22.534	Step 0: Response time exceeded Minor Threshold Time of 5 seconds	Satisfactory	
03/20/2019 00:44:03	10004115941@10.173.101.244	01:22.982	Step 0: Response time exceeded Minor Threshold Time of 5 seconds	Satisfactory	
03/19/2019 00:46:26	10004115941@10.173.101.244	01:21.855	Step 0: Response time exceeded Minor Threshold Time of 5 seconds	Satisfactory	
03/19/2019 00:45:04	10004115941@10.173.101.244	01:22.992	Step 0: Response time exceeded Minor Threshold Time of 5 seconds	Satisfactory	

- ❑ This page lists all call attempts from the **First Occurrence** date up to the current time. For further investigation, you can drill down into the particular call by clicking on a row. This will give detailed information about Step execution. You can also adjust the **From Date** to investigate what took place during calls that occurred before the Pulse Test Case went into an alert state.
- ❑ The **Active Alerts breadcrumb** or your browser's back button can be used to navigate back to the Active Alert report.
- ❑ Once a Pulse Campaign Test Case that has a **Major** alert finishes with a "**Success**" or "**Satisfactory**" result, the alert will be closed and not be displayed on the report.

Pulse Reporting – Active Alerts

⌚ 10 Minutes

The screenshot shows the CYARA Test Cases interface. At the top, there's a navigation bar with links for Test Cases, Agents, Campaigns, Reports (which is selected), Tools, and Administration. On the right, it shows 'Optum Contact Center Services Delivery' and 'MS\stolpm'. Below the navigation, a header bar displays 'Test Case' and the identifier '8448755722 (BH_HPL) - MM (ANI + DOB) - Backoff Menu (Claims)' along with a folder path '_2018_Optum_IVR\Omnivores\Optum Behavioral Health\PI 04\Sprint 5\US1...'. The main area features a large red circle containing the number '1 total calls'. To the right, there are filtering options: 'Failed' status, 'Report From' set to 'Custom Range' with dates from 12/04/2018 09:12 to 12/04/2018 09:15, and 'Step(s)' set to 'Full Call'. A 'Refresh Report' button is below these filters. Below the filters is a row of buttons for 'All', 'Success', 'Satisfactory', and 'Unsuccessful' results. A table follows, with the first column 'Date' highlighted by an orange box. The table data is as follows:

Date	Called Number	Duration	Detailed Result	Result
12/04/2018 09:12:08	1997040022@10.173.101.244;From:1415065401	02:27.055	Step 7: No match. Confidence: 0% is less than the required 80% (group minimum)	Failed

Below the table, it says 'Displaying 1-1 of 1 Test Cases. View - 20 | 50 | 100 per page'. To the right of the table, an 'Export' dropdown menu is also highlighted with an orange box, showing options: 'Export this view', 'Export with steps', and 'Export MOS Scores'.

- From this screen you can change date ranges and click on **Refresh Report** Button
- You can **Export** by clicking on the Export dropdown menu and choose one of the options:
 - Export this view
 - Export with Steps
 - Export MOS scores
- You can click on the Date and go to the test call result details.



LET'S TRY IT



View the Active Alerts Report

1. Click on the Reports Menu
2. Using your mouse hover over the Pulse Menu to expose menu options
3. Click on **Active Alerts** Reports
4. If your tenant does have **Active Alerts** from a Pulse Campaign they will be displayed in list format.
5. If you have a list of active reports, click on the Email Report button and enter your email address if it does not default.
6. Click on the **Export Report** Button and open up the file that was downloaded.
7. Click on one of the Campaign rows in the list and view the report.
8. Hover over the pie chart.
9. Change the dates and click the **Refresh Report** Button.
10. Click on the **Export** Drop down menu and choose one of the options.
11. Click on one of the Dates listed to review the test case results
12. Proceed to the next section of this learning module.



KNOWLEDGE CHECK



Pulse Monitoring Test Cases, Campaign, and Reporting

1. Fill in the blank: Pulse Campaigns usually run from _____ on live IVR systems to check the availability and performance of the system at any time.
[Click here to enter your answer](#)
2. What Menu drop down can Alarm Profiles be found under?
[Click here to enter your answer](#)
3. How do you create a new Alarm Profile?
[Click here to enter your answer](#)
4. What drop down menu can Active Alerts be found under?
[Click here to enter your answer](#)
5. What are the two Pulse Reporting menu options available?
[Click here to enter your answer](#)
6. What filter choice is used to chose a range of dates for a Pulse Summary Report?
[Click here to enter your answer](#)



MORE LEARNING OPPORTUNITIES



Hub Connect Pages and SharePoint Links

- Hub Connect Page:** <https://hubconnect.uhg.com/groups/contact-center-services/pages/cyara>
- The CYARA Web Portal Learning Module walks you through the Secure Access Process.
 - For **Pulse Monitoring** you will need the following:
 - A specific and appropriate **User Account** – Tenant. There are 8 configured. If this is for Platform Services Teams, you may want to use Enterprise Monitoring Tenant for this work.
 - **System Roles** of: **Admin** – for the creation and modification of test cases, **Reporting** – for the review of Replay Campaign Results, **Executive Dashboard** – for viewing of Pulse Campaign Results, and **Executive Dashboard Admin** – for the configuration of the Pulse Dashboard.
- UHG CYARA Support SharePoint:**
<http://it501.optum.com/sites/SSMOTeam3/EPTS/Tools/Cyara/SitePages/Home.aspx>
 - Scroll down to Getting Started with CYARA
 - Choose CYARA User Access Request (PROD – in house) and follow the process.
- Proceed to the next Learning Module for Executive Dashboard Admin and Configuration.
- Other documents you may want to review include the previous Pulse Monitoring training documents as noted below:
 - [CYARA Pulse Campaign How To](#)
 - [CYARA Pulse Campaigns Basics_Best Practices](#)

Please note you will want to have some basic CYARA Training on the use of the CYARA Application i.e. test case creation, validation, campaigns, reporting etc. I have created CYARA Learning Modules that are on the Hub Connect Page that you can walk through after you have gained your access.





Thank you.

Contact information:



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Principal Qlty Engineer

Optum OmniChannel

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+1(763) 744-1620



KNOWLEDGE CHECK



Pulse Monitoring Test Cases, Campaign, and Reporting

1. Fill in the blank: Pulse Campaigns usually run from time to time on live IVR systems to check the availability and performance of the system at any time.
time to time
2. What Menu drop down can Alarm Profiles be found under?
Test Cases
3. How do you create a new Alarm Profile?
Click on the New Profile button found on the Alarm Profiles Page
4. What drop down menu can Active Alerts be found under?
Reports > Pulse using the mouse to hover and then click
5. What are the two Pulse Reporting menu options available?
Summary and Custom
6. What filter choice is used to chose a range of dates for a Pulse Summary Report?
Custom Range