# Pump™ Performance & Load Testing
## Where continuous improvement delivers a superior product

Because contact centres are a primary customer service channel, it is important they operate as intended.
Testing the function, performance, and capacity of your contact centre is essential.
PUMP™ performance and load testing provides a superior testing program to ensure your contact centre
application delivers a quality experience for the customer.

## 01. Continuous Improvement

PUMP™ introduces a new approach, where testing is conducted not in blocks of four hours, but in program options ranging from one week to three months. Because PUMP™ testing is conducted on your site, the emphasis shifts from negotiating test windows and containing costs, to focusing on quality and continuous improvement. PUMP™ means more comprehensive testing, in depth investigation, refinement and re-testing.

## 02. Getting started/ Your team and our team / Synergy between teams

When you sign up for PUMP™ performance & load testing with Byte, we'll come to you! We will introduce your people to the system, and take them through all that's involved in setting up and conducting the tests. Or, if you prefer, we can set and run the tests on your behalf, enabling us to provide advice on recommended refinements, investigation, and re-testing.

## 03. Easy to set and specify

Parameters for testing the function and performance of call flows are set using browser-based controls, allowing you to quickly build multiple test scenarios and measure the performance of prompt detection, voice recognition, DTMF control, and more.  PUMP™ provides the flexibility to consider a range of incremental adjustments and instantly reinterprets the results based on a full load test.

## 04. Increased capacity without the costs

While it is far more affordable than other testing regimes, PUMP™ provides big performance — from a base capable of pumping one thousand concurrent calls per server — PUMP™ can easily scale to meet any requirements for superior load testing. Because PUMP™ calls are SIP generated on your network there is no need to limit your test plans due to concerns over call costs.

## 05. Investigate deeply and collaborate closely

PUMP™ features a range of tools for detailed investigation of individual call results. Your team will appreciate the graphical display of call audio for quick identification, navigation, playback, plus the ability to export the audio file. Team members can examine each step of the call test and save notes of their investigation and diagnosis in the individual call record.

## 06. Continuous improvement delivers a superior product

PUMP™ shifts the testing focus from balancing test windows and budgetary constraints, to robust testing, detailed investigation and ongoing refinement of your contact centre. PUMP™ is the new standard in high-volume automated performance and load testing. A new approach to testing, where continuous improvement delivers a superior product.

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