

IVR Tester

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Company: Talent Join

Location: United Kingdom

Category: computer-and-mathematical

IVRTester

Remote Any metro need to come to office whenneed

JD:

Experience as testing engineer with emphasis on IVRtelecommunications and contact center testing.

StrongHealthcare experience is recommended with good understanding ofMedicare/Medicaid Memberships Eligibility Benefits AuthorizationsClaims Accumulators PBM

Must have previous IVR andinterface testing experience including skills based routing testingIVR application familiarity (speech & DTMF systems)

Must have experience with Cyara tool. Identify areas for automationand write automation scripts using Cyara

Must haveknowledge on CYARA Velocity features CX Discovery CX Model

Editorgenerate test cases via CX models Campaigns Omnichannel JourneyTesting

Must have knowledge on Multi Pass SpeechRecognition (MPSR) Major and Minor Confidence Thresholds PSST Tagsin CYARA

Work closely with project managers tounderstand project requirements and design conversational AI andIVR solutions that meet project needs.

Executing andtracking functionality tests by voice and other methods

Conduct testing and troubleshooting of conversational AI and IVR solutions to ensure successful integration with Contact Center systems Stay up to date with emerging conversational AI and IVR technologies and recommend improvements to existing solutions Contact Center Analysis Contact Center Systems(IVR Routing Reporting Recording Speech Analysis)

Working Experience in a formal Agile testing methodologies and adherence to good testing practices

Strong testing background; QA strategies and best practices QA planning test plan and test case writing and execution QA mentoring

Proficiency in Test Scenarios Creating and update IVR Test plans Test cases Test data Executing test cases Logging & Tracking Defects

Ability to manage multiple workstreams in a fast paced environment.

Excellent written and verbal communication skills

Experience on Atlassian (JIRA Confluence) and qTest test management tool

Experience on TOSCA is a plus

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