

Title (en)

SYSTEM AND METHOD FOR AUTOMATED CHAT TESTING

Title (de)

SYSTEM UND VERFAHREN ZUR AUTOMATISIERTEN CHAT-PRÜFUNG

Title (fr)

SYSTÈME ET PROCÉDÉ DE TEST DE DIALOGUE EN LIGNE AUTOMATISÉ

Publication

EP 3020166 A1 20160518 (EN)

Application

EP 14823027 A 20140707

Priority

- US 201313936186 A 20130706
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- US 201314140470 A 20131225
- US 201314141424 A 20131227
- US 2014045629 W 20140707

Abstract (en)

[origin: WO2015006246A1] A system for flexible and scalable automated chat-based contact center testing, comprising a test case management platform, "chat cruncher", contact center manager, chat classifier, and desktop automation engine, and method for using such a system for automated testing of a contact center's chat-based interactions environment and reporting of test results.

IPC 8 full level

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