

Watchdogs Watch. We Run Drills.

Customer experience is the currency of success.
Every interaction shapes how customers perceive your brand,
making your AI voice agents the frontline of that experience.

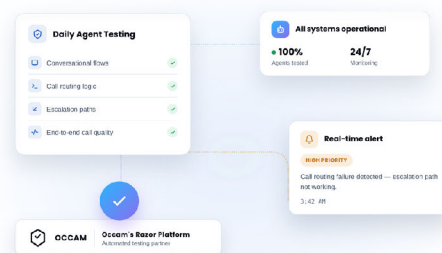


In partnership with Occam, we keep your calling environment performing at its best — safeguarding customer satisfaction behind every ConnectAI agent you deploy.

QA LAYER

Continuous Testing in Action

Every deployed ConnectAI agent runs through the Occam's Razor platform at pre-set frequencies — validating the paths your customers actually take, not just whether the line is up.



✓ Conversational flows

Does the agent still understand and respond correctly, turn by turn?

✓ Escalation paths

When a call needs a human, does the handoff actually complete?

✓ Call routing logic

Are calls reaching the right queue, team, and destination every time?

✓ End-to-end call quality

Audio, latency, and completion measured across the full call path.

Turning Reliability into Results

AI-Driven Testing & Instant Verification

Automated test calls run daily against live agents and verify results on the spot — no manual QA cycles.

Issues Caught Before Customers Feel Them

A broken route or dead escalation path surfaces as an alert at 3:42 AM, not as a complaint next week.

Proof, Not Promises

Continuous evidence that your AI voice agents perform — reported, benchmarked, and auditable.

Point of Difference

The difference is simple: proactive assurance. By continuously validating your live call environment, we uncover potential issues before they affect customers, helping you maintain exceptional experiences and uninterrupted service.

How are your agents being tested?

CX assurance is included with ConnectAI — no separate platform to buy, staff, or manage.

Let's Talk ConnectAI →

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