nectar
Every Conversation Matters™

Nectar for Contact Center

SOLUTION BRIEF

Digital Experience from Customer to Agent, End-to-End, at Scale, Against Agnostic Contact Center Platforms

Digital transformation has brought about significant changes in the way companies interact with their customers. Contact centers now use a range of digital channels to communicate, such as social media, chatbots, and mobile apps, in addition to traditional channels such as voice, video and email.

Along with the widespread shift in at-home and hybrid working, as well as the push to migrate to the cloud, companies are left struggling to support the multiple platforms, networks and technologies needed to deliver the same experience that their customers have come to expect.

But what if you could…

- Be the first to know about customer impacting issues?
- Have visibility into vendor cloud platforms after migration?
- Pinpoint issues regardless of vendor, platform, or location?
- Map customer journeys between front-office and back-office systems, across vendors?
- Reduce the time it takes to migrate from one platform to another regardless if its on-prem or cloud?
- Consolidate and use one vendor tool for all needs, even if contact center platforms change, go through bankruptcies or product lines are stopped?

Without turning your business upside down?

Solution Benefits

TM Protect the brand from gaining a bad reputation from providing poor digital experiences.

Reduce the time taken to migrate to the cloud and complete digital transformation projects, without loss of quality.

Reduce employee churn and attrition and increasing employee satisfaction.

Reduce the risk associated with changing customer and employee journeys

Identify issues in real-time and resolve problems before they have an impact on customers and revenue.

Consolidate the tools needed for visibility into customer and employee communication experiences to avoid multi-vendor finger pointing.
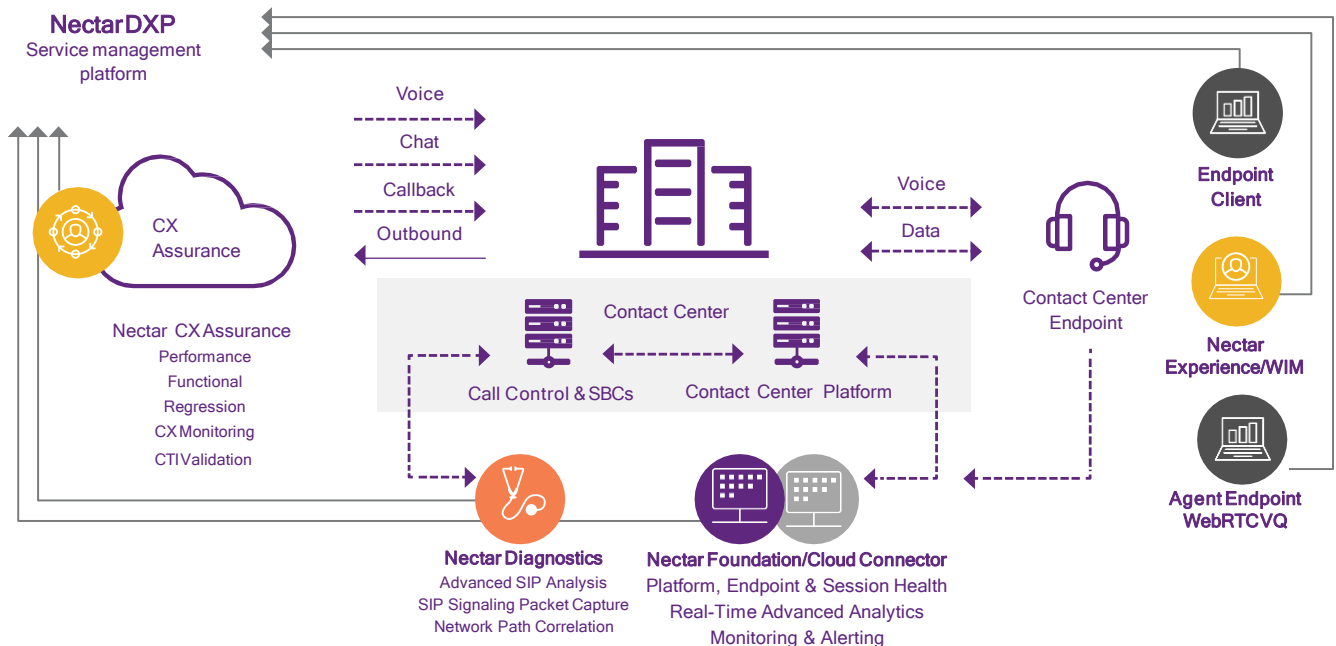
The Solution

Nectar DXP is a powerful and extensible service management platform that provides visibility, context and actionable insights across multiple workloads and vendor platforms. It is purpose-built for the unique session-based nature of voice, video, and real-time collaboration and includes benefits such as:

1 Unmatched visibility, allowing for proactive, real-time insights

2 Unrivaled Visibility into Health & Performance of SIP/SBC infrastructure

3 360-degree monitoring across multiple platform, network, and endpoint environments allowing for quick identification and rectification of any issues.

4 Determine the health of call agents, based on key indicators and metrics

5 Better customer experiences happier agents, less churn.

6 Consolidate the multi-vendor approach by utilizing Nectar as a single tool for all Contact Center assurance needs

7 A single tool to view the customer's entire experience and identify any problem areas to fix.

8 Ability to create a seamless, successful contact center operation - both remote and on-site

9 More efficiency and fewer costs thanks to maximized agent and user productivity

10 Speed up digital transformation projects such as cloud migrations

End-to-End Visibility for Contact Centers

Nectar DXP
Service management platform

Voice
Chat
Callback
Outbound

CX Assurance

Nectar CX Assurance
Performance
Functional
Regression
CX Monitoring
CTI Validation

Contact Center
Call Control & SBCs
Contact Center Platform

Voice
Data

Contact Center Endpoint

Endpoint Client

Nectar Experience/WIM

Agent Endpoint WebRTCVQ

Nectar Diagnostics
Advanced SIP Analysis
SIP Signaling Packet Capture
Network Path Correlation

Nectar Foundation/Cloud Connector
Platform, Endpoint & Session Health
Real-Time Advanced Analytics
Monitoring & Alerting

Nectar DXP functions as the core platform for Nectar's portfolio of solutions.

Endpoint Client

The Nectar Endpoint Client enables you to see and service the digital health of remote agents. It can be configured to test a variety of network health and service availability transactions. This allows you to see the digital health of your remote agents and quickly troubleshoot technical issues.

WebRTC

Whether used in the office or remotely, traditional desk phones and other physical endpoints are still mission-critical for many public and private organizations. To solve this, Endpoint RTC Analytics offers industry-leading support for everything from modern browser based WebRTC sessions to the time-tested desk phone and softphone RTCP-XR and QOS feeds, so organizations can harness true insights from their hybrid endpoints.

Diagnostics

This comprehensive solution provides unparalleled health and performance monitoring for SBC infrastructure, plus dynamic signaling/media analysis for SIP sessions.

With complete visibility into the performance of SIP networks by tracking both signaling and media — enabling real-time, proactive monitoring and managements. In addition, Nectar's framework supports Session Border Controllers (SBC's) for unsurpassed visibility into the heath and performance of both the SBC infrastructure and session level diagnostics at the carrier.

Cloud Connector

Nectar's proprietary Cloud Connector enables secure connectivity to public cloud sources such as UCaas, CCaaS and CPaaS service telemetry APIs. Built to support enterprise-class volume and resiliency requirements, this provides the platform with public cloud connectivity and also enables ingestion of private enterprise call data.

CX Assurance

Nectar's CX Assurance delivers a powerful alternative to complex manual testing. It offers IVR and load testing platforms via an automated CX testing that provides both superior functionality and industry-leading cost efficiency.

With native integrations into popular DevOps tools, Nectar CX Assurance simplifies and streamlines your customer journey testing to deliver predictable, measurable outcomes for premise-based and cloud-based solutions.

Users benefit from the ability to schedule test calls on a variable schedule, run test cases to emulate caller journeys, and monitor the voice quality of what the system hears, which enables it to detect audio issues or system errors.

Agent Health Index

Our Agent Health Index allocates a numerical score to each agent based on their individual call quality. This gives you the ability to assess a particular agent's home infrastructure, see any bandwidth or other challenges they may be facing, and proactively make business decisions such as have the agent automatically change service channel to chat and SMS rather than voice.

Web Interaction Manager

The ability to test & monitor application availability, functionally and performance in real-time allows your agents to offer high-quality interactions with customers over the web. Integration with other contact center technologies such as Interactive Voice Response (IVR) systems, web chat and Automatic Call Distributors (ACDs) helps you improve your customer service.

Foundation APM

Bridge the gap between cloud operations and legacy, on-premises or hosted infrastructure with multi-vendor hybrid platform health & availability monitoring.

Standardize on best-of-breed technologies with the value of Nectar

Speed
Speed up cloud migration and digital transformation projects by QA automation

CSAT
Increase agent and customer satisfaction & NPS; protect brand reputation

Labor Costs
Reduce required man-power and time to pinpoint issues over digital channels

Save Time
Automate QA testing of deployments & diagnose and resolve flawed digital interactions faster

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Want to learn more?

Contact our team.

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About Nectar Services Corp.

Nectar is a global market leader in delivering actionable digital experience insights for the cloud collaboration and contact center markets. Nectar's software enables enterprises to collect, correlate and surface their most important customer, agent, and user experience data. This helps businesses to increase operational efficiency, reduce costs, optimize the customer experience and improve brand strength.

Nectar's best-in-class solutions support many voice and video technology vendors, including platforms from Microsoft, Cisco, Genesys, Zoom and Avaya. Nectar currently supports millions of enterprise endpoints across thousands of organizations around the world – including many Fortune 500 customers across global banking, insurance, healthcare and professional services industries.

Microsoft   zoom   GENESYS™   AVAYA

NICE®   CISCO   Five9   Jabra GN   Amazon Connect