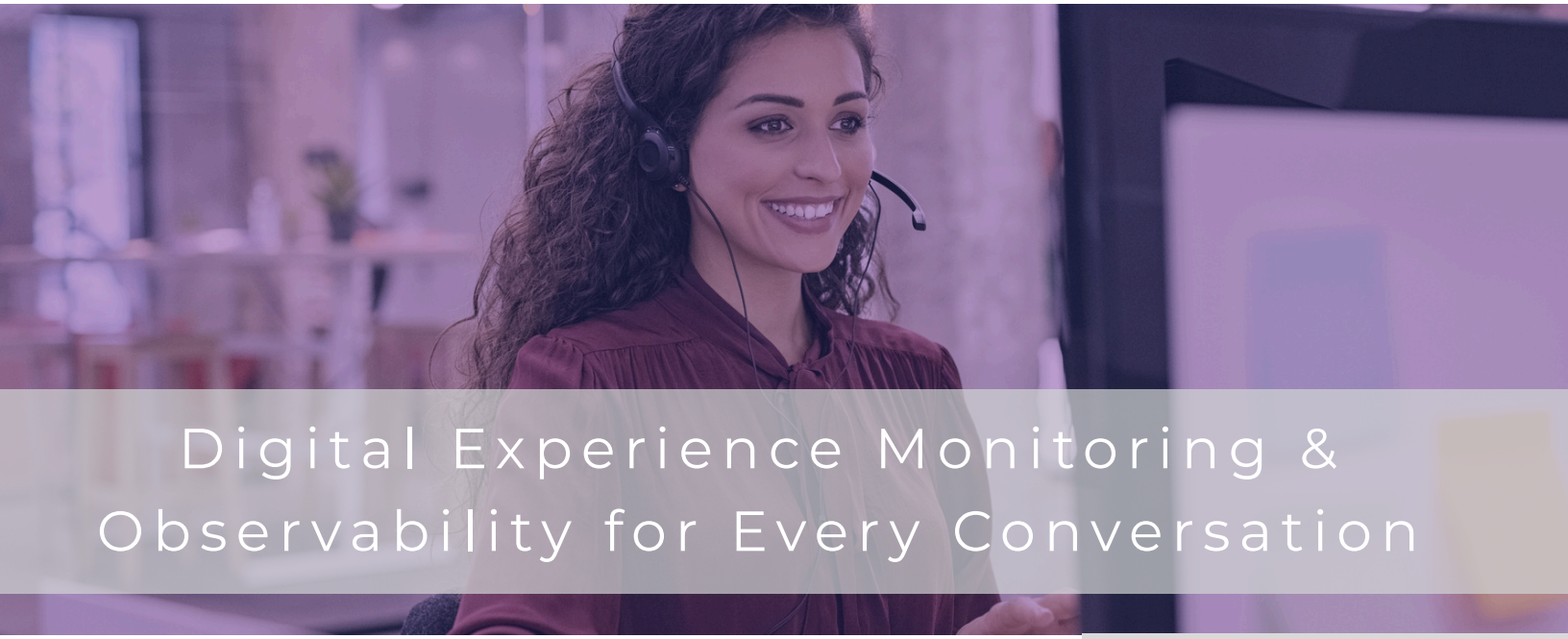
nectar
Every Conversation Matters™

VISIBILITY, ANALYTICS & ASSURANCE



Digital Experience Monitoring & Observability for Every Conversation

A moment of silence, lag, or dropped connection can mean a lost customer. In an enterprise You're managing a mix of digital channels, cloud migrations, and remote agents—all while trying to meet rising expectations for flawless service. What if you could:

- Detect and fix issues before customers ever notice?
- Maintain full visibility across voice, video, chat, and digital channels.
- Instantly troubleshoot degraded performance across agents, networks, and endpoints?
- Monitor and improve every step of the customer journey, from IVR to resolution?
- Deliver consistent, high-performing experiences—even as your communications stack evolves?

Finally, the clarity to take action, improve experiences, and stay ahead of every issue. Here's how that becomes possible.

THE SOLUTION:

Global Session Health & Analytics

Advanced Troubleshooting & Diagnostics

Adoption & Usage Metrics

Proactive Agent Experience Management

Customer Journey Testing

NICE®

SOLUTION BRIEF

GLOBAL SESSION HEALTH & ANALYTICS

Gain real-time visibility into collaboration health across your entire enterprise.

- Geographic heatmaps for performance trends
- Historical call quality by location and modality
- Filter views by region, time window, and more

ADVANCED TROUBLESHOOTING & DIAGNOSTICS

Diagnose and resolve BYOC issues faster with deep, session-level insights.

- Search by user or number
- Track PSTN and SIP trunk calls

BYOC USAGE INSIGHTS

Understand how NICE is being used and how to increase adoption.

- Utilization by Carrier, Network and Location
- Automated reporting and scheduled delivery

PROACTIVE AGENT EXPERIENCE MANAGEMENT

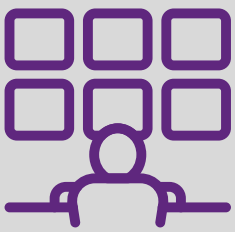
Address issues before agents feel the impact.

- Endpoint and home network diagnostics
- Nectar Score for every environment
- Visibility into headset, Wi-Fi, and CPU performance

CUSTOMER JOURNEY TESTING

Automated, end-to-end testing that keeps your contact center running smoothly

- Simulate customer scenarios to test various load conditions.
- Confirm business readiness from the IVR to the agent
- Global toll-free automated testing from 100+ countries

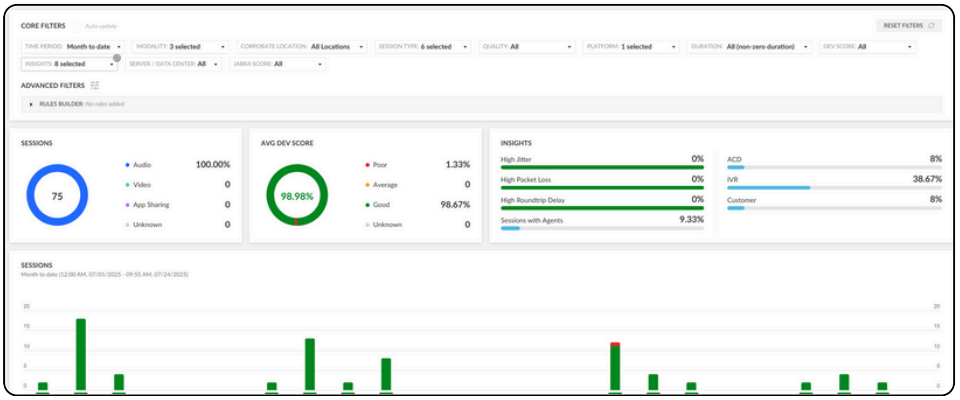


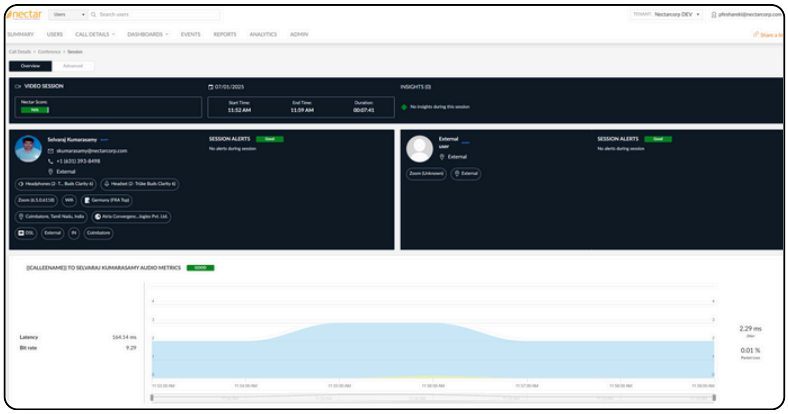
CROSS-PLATFORM DATA AGGREGATION

Go beyond NICE-only insights with Nectar's platform-agnostic architecture.

- Aggregate and analyze data from multiple platforms
- Correlate endpoint, session, and network data for context
- Ensure no communication channel is left unmonitored

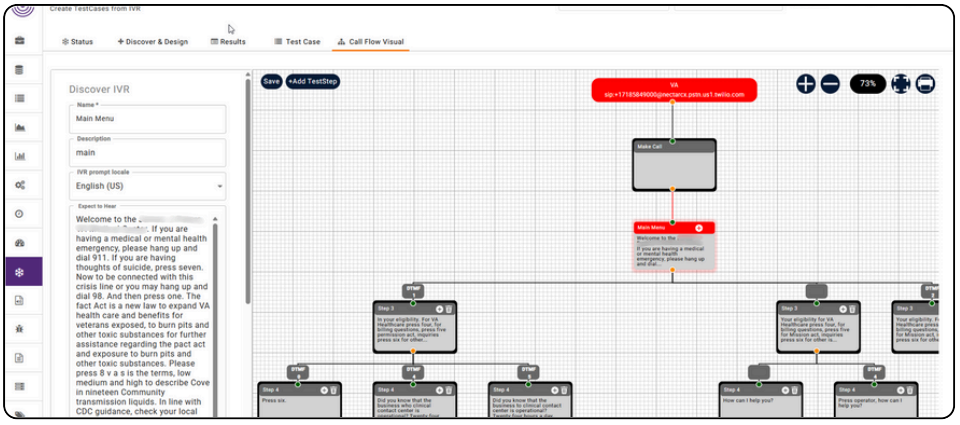
Data from BYOC calls is complimented by related proactive testing to ensure users are ready for business.



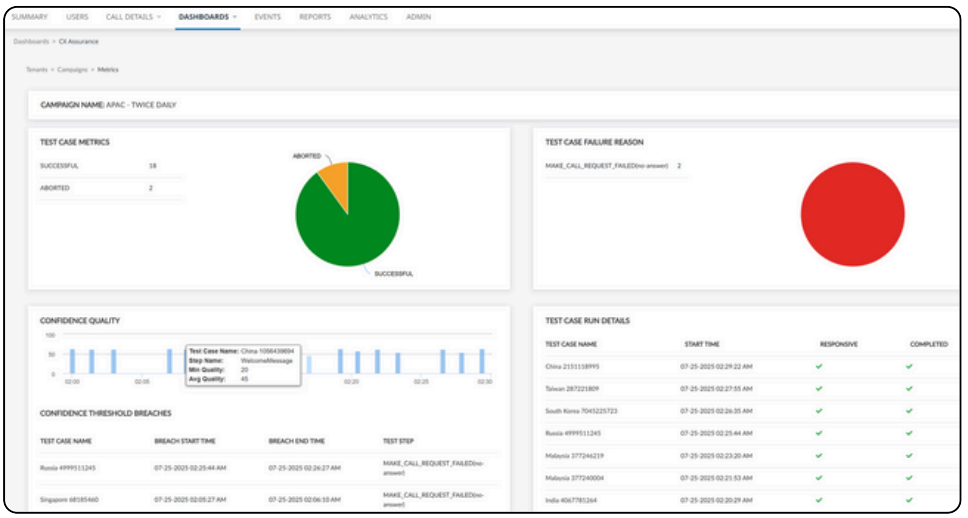


Quickly determine where network problems are happening when viewing individual call details.

Set up real-world customer scenarios and test from the IVR all the way to the live agent. Includes autodiscovery of the IVR flow, autocreation of test cases, and one-click migration to cloud CC platforms.



Quality detail metrics dashboard for proactive monitoring of in-country calls and test cases.



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Nectar Provides End-to-End Visibility That Protects CX, Powers Agents, and Optimizes Operations

- **Cross-Platform Data Aggregation -** Combine data with other UC, CCaaS, and collaboration platforms for unified observability in a hybrid environment.
- **Multi-Source Visibility -** Correlate endpoint, session, and network data for a complete picture of user experience across all touchpoints.
- **Global Session Health Dashboards -** Go beyond basic analytics with geographic heatmaps, filtering by region/modality/time, and real-time trend identification.
- **Endpoint-Level Diagnostics -** Nectar gives you headset, Wi-Fi, and CPU performance visibility so you know why calls fail.
- **Nectar Score -** Automatically score the user experience with real-time diagnostics and issue prediction before users even notice.
- **Custom Reporting & Automation -** Generate tailored and automated reports designed to meet specific requirements.
- **End-to-End PSTN & SIP Call Visibility -** See every leg of every call, including SIP trunks and PSTN hops, that make troubleshooting fast and precise.
- **Automated CX Testing –** Simulate real customer journeys, validate IVR and call flows, and plan for peak times and possible issues before they impact the experience.

About

Nectar Services Corp. delivers market-leading software solutions that empower enterprises to dramatically improve management, visibility, and service delivery across integrated voice, video, collaboration and contact center solutions. Nectar's platform enables enterprises to collect, correlate and surface their most important customer, agent, and user experience data to increase operational efficiency, reduce costs, and optimize the customer experience.