nectar
Every Conversation Matters™

Nectar for Avaya

SOLUTION BRIEF

AVAYA

Comprehensive Visibility plus End-to-End Monitoring and Service Management for Avaya

Nectar for Avaya uses our Nectar Digital Experience Platform (DXP) to give total visibility across your entire Avaya ecosystem, allowing you to monitor, manage, and measure the health and performance of your Avaya services. This is our main focus. We surface data-driven insights, metrics, and root-cause analysis of issues that may affect session quality and user experience.

This solution was purpose built for voice, video & real-time communications, enabling great user, agent, and customer experiences. We support your multi-vendor collaboration and contact center platforms (on-prem or cloud). and provide best-in-class analytics, monitoring, troubleshooting and testing tools.

Our decade old partnership continues to push the industry to new frontiers of digital experience monitoring for contact center and enterprise collaboration. Nectar and Avaya are leading the market with a portfolio of products, services and tooling that provide actionable insight into Collaboration and Contact Center environments.

Solution Benefits

Eliminate remote worker blind spots by monitoring your remote worker's Internet Service Provider (ISP), SIP sessions, voice/video and web application response.

Integrate user, location and device data across ALL platforms (even if it isn't Avaya). Multi-platform support for Teams, Zoom, Ribbon, Oracle, AudioCodes etc.

Assign a grade for each user's network and call quality performance – including Avaya's Business Rules Engine – with our proprietary User Health Index.

Assure quality interactions before they happen no matter the circumstance, with comprehensive functional, regression and load testing across all CX channels

Our partnership powers the enterprises, service providers, and BPOs that deliver on the promise of great digital experiences.

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, we offer industry-leading support for everything from modern browser based WebRTC sessions to the time-tested desk phone and softphone 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.

Foundation APM

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

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.

User Health Index

Our User Health Index allocates a numerical score to each user 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.

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.

End-to-End Visibility
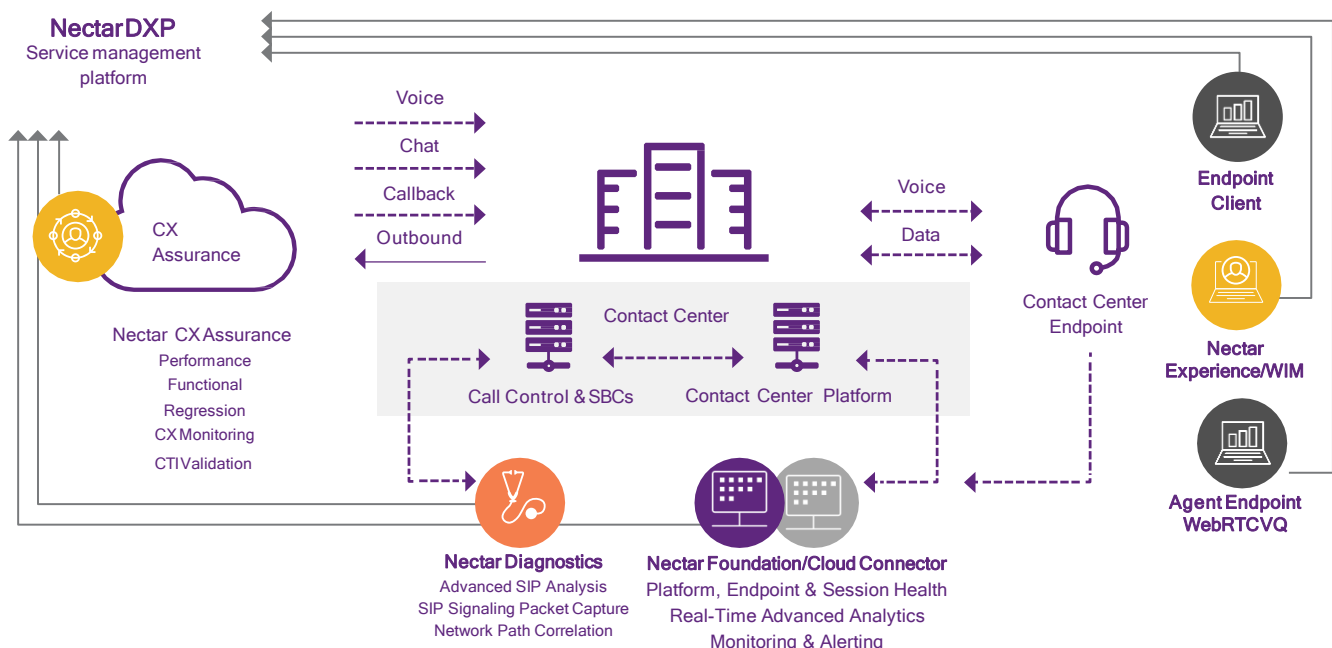
Solutions for Every Stage of Your Avaya Journey

From global platform health to real-time endpoint statistics, Nectar for Avaya supports a variety of use cases to give visibility to everyone, from the C-suite to the Network Operations Center. Data that previously took hours to compile, delivered to your inbox.

Every minute counts when there's an outage. Quickly identify and resolve experience-impacting issues across complex environments with correlated insights and powerful troubleshooting across application, hardware, SIP trunking and remote endpoints.

Lead your organization's migration to the cloud with confidence. Automated inventory, comprehensive reporting and full support for hybrid (on-premises & cloud), multi-vendor operations saves time and headaches over disparate systems, processes and integrations.

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.