

# Nectar CX Assurance Testing

SOLUTION BRIEF



Speed up migration and quality assure your move to the cloud

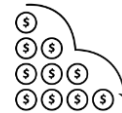
Traditional, manual testing can slow down development and put pressure on contact center leaders and their teams. That's why we offer a better way - continuous functional and regression testing.

Continuous functional and regression testing is a pattern of work that evaluates the quality and stability of software at every stage of the development life cycle. Unlike traditional testing, which involves defined handoff phases between development and QA teams, continuous testing maximizes efficiency, accelerates release rates and technology migrations, improves CX quality, and mitigates the risk of errors.

When organizations opt for a traditional testing approach, the stop-start cycle can cause project delays, widen the gap between development and QA environments, and make it difficult to identify the source of problems without starting from scratch. This puts extreme pressure on contact center leaders and their teams, leading to long hours, late nights, and weekend work.

To successfully adopt a continuous functional and regression testing approach, you need to reimagine your testing strategy. The key to success is automation, which reduces manual work, labor-intensive documentation, and the risk of human error. With automation, your QA and development teams can deliver CX improvements faster, eliminate testing as a bottleneck, proactively uncover issues to be fixed before they compound, improve testing coverage and quality, and reduce mean-time-to-repair.

## Solution Benefits



Reduce resource costs and maximize efficiency



Accelerate release rates and technology migrations



Mitigate the risk of errors and improve CX quality



Boost productivity while increasing test consistency and coverage



Drive efficient team collaboration



Reduce mean-time-to-repair.

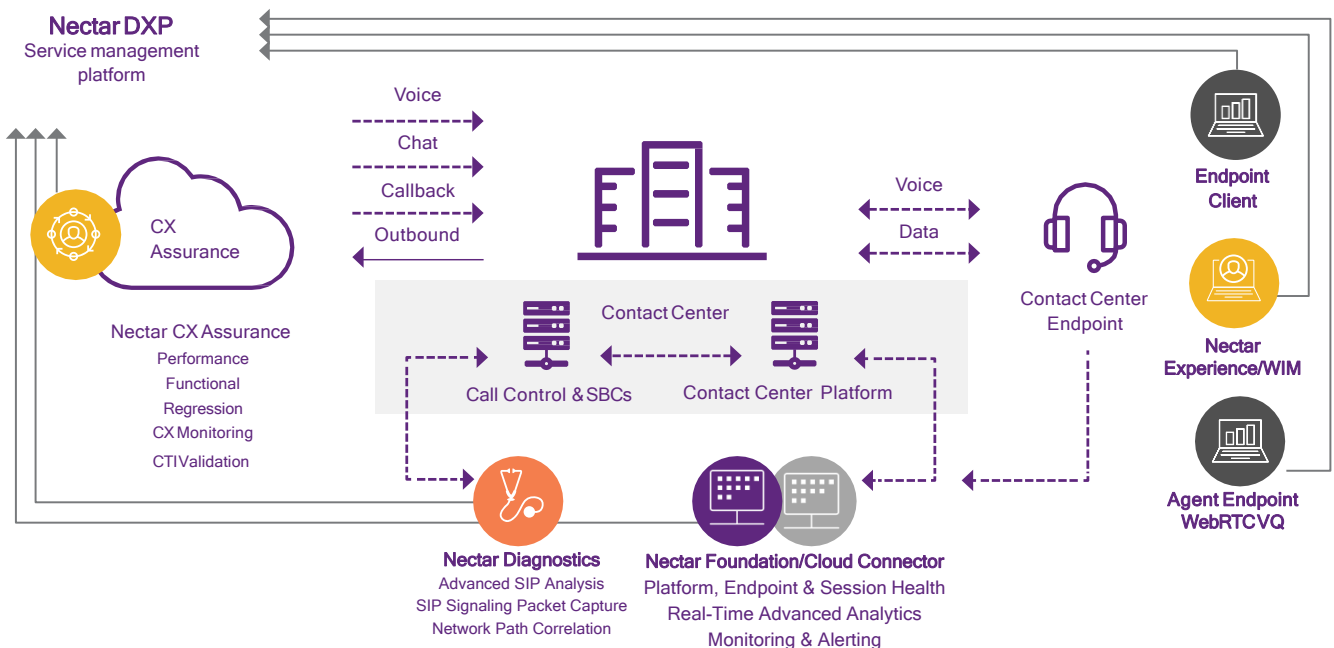
## The Solution

By harnessing the power of Functional regression testing with Nectar, your organization can safeguard the integrity of your CX, accelerate time to deployment, reduce costs, detect defects early, expedite regression suite creation, maximize coverage, and maintain up-to-date documentation. Embrace Nectar and unlock the full potential of Functional regression testing to elevate your customer experience to new heights.



- 1 **Ensure** that your customer experience remains unaffected by changes in the underlying code. Regression testing guarantees that any modifications or updates to your system do not compromise the seamless nature of your CX.
- 2 **Implement** repeatable functional regression testing processes, and empower your organization to expedite the deployment of CX updates and enhancements.
- 3 **Deliver** cost savings ranging from 50% to 80% by embracing automation and reducing reliance on manual efforts, resulting in efficient resource allocation and minimized expenses.
- 4 **Identify** CX defects at an early stage, preventing potential issues from escalating. By catching and resolving defects in a timely manner, you save both time and money while ensuring that your customers enjoy flawless interactions.
- 5 **Build** a comprehensive functional regression suite allowing you to construct the necessary test cases up to 4 times faster across multiple scenarios.
- 6 **Reuse** test cases and reduce testing time and effort. By leveraging existing test cases, you can efficiently conduct regression testing while maintaining a high level of accuracy and consistency.
- 7 **Ensure** your documentation and tests remain up to date, reflecting the most recent changes and developments in your CX.
- 8 **Achieve** extensive testing coverage, leaving no aspect of your CX to chance. By maximizing the scope and reach of your Functional regression testing efforts, you eliminate subjectivity and ensure a thorough evaluation of your CX.

## End-to-End Visibility for Contact Centers



## 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 health 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

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.

