



Nectar CX Assurance Monitoring

SOLUTION BRIEF



Monitor your Contact Center from the Outside in, Providing Alerts and Alarms When Something isn't Performing Like it Should.

We understand the value of delivering an exceptional customer experience (CX) that builds trust and loyalty. To ensure the continuous delight of your customers, it is crucial to monitor your CX from their perspective, keeping your complex systems seamlessly integrated and functioning perfectly.

With Nectar CX Monitoring, you gain real-time visibility into your CX across every communication channel. Our solution automatically monitors interactions from both the agent and customer viewpoint, replicating their behavior and providing you with instant insights into CX performance. Stay connected to your CX from anywhere, through fully functional web dashboards, wallboards in operations centers, and a convenient mobile app.

Powered by virtual bots, Nectar CX Monitoring generates simulated agent and customer interactions that mimic real-world scenarios. At scheduled intervals, it initiates synthetic calls, chats with chatbots, web interactions, and more, providing a comprehensive overview of your customer experience infrastructure, including all integration points and system handoffs.

Solution Benefits



Production CX Monitoring

Effectively track critical aspects of your CX from a centralized hub, enabling quick sharing of pertinent details for rapid corrective actions and minimal business impact.



Quicker Time-To-Resolution

Minimize downtime by leveraging configurable logic, advanced filtering capabilities, and real-time reports that deliver incident details promptly.



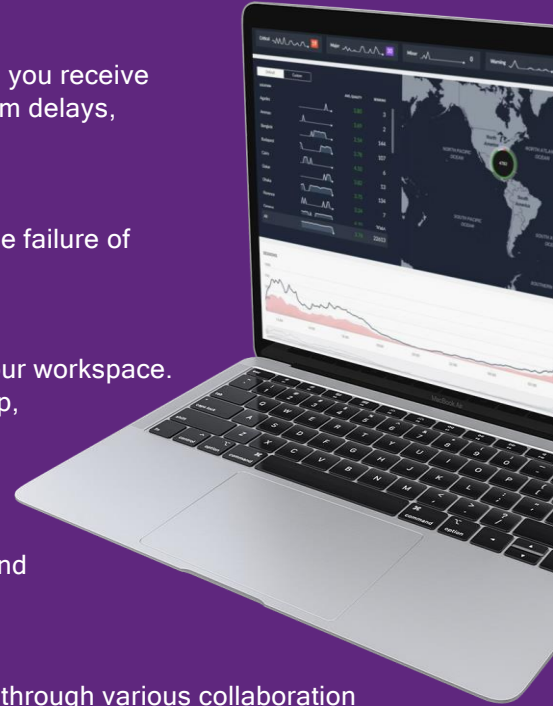
Comprehensive Coverage

Monitor customer journeys across digital and voice channels, encompassing both self-service and agent-assisted interactions.

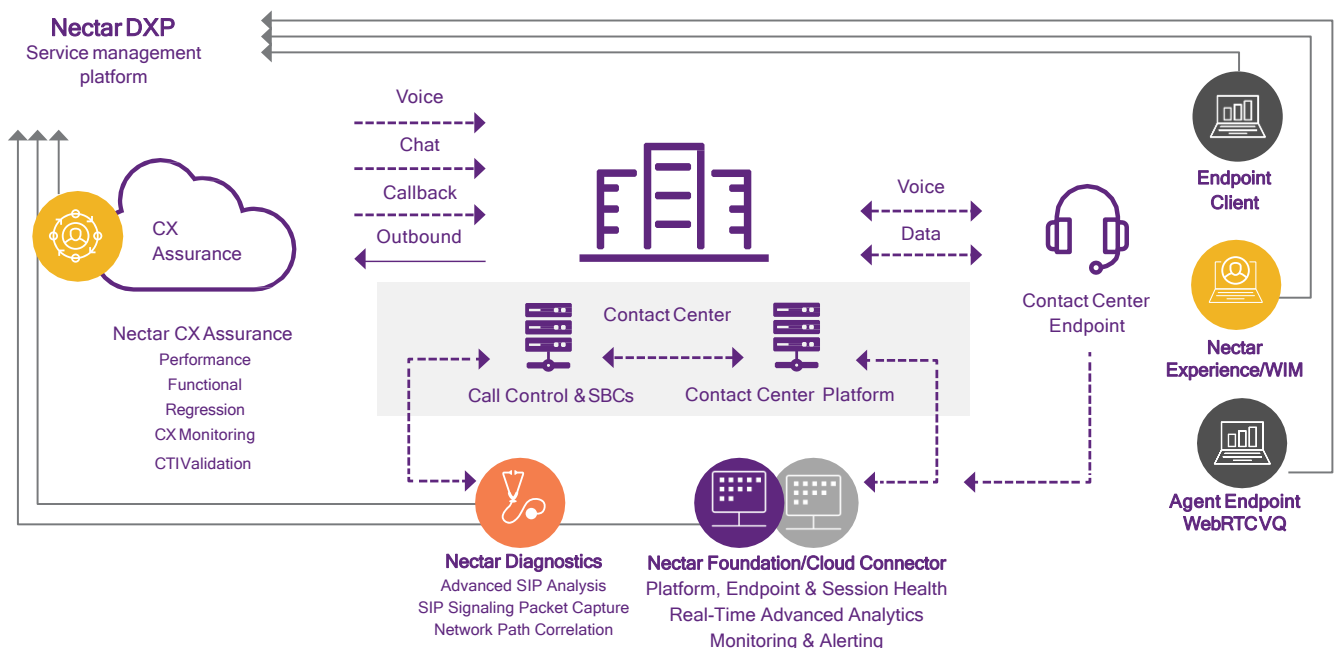
The Solution

Nectar CX Monitoring provides comprehensive and continuous CX assurance, fostering collaboration among IT and executive stakeholders. Our solution offers customizable dashboards and a mobile app that cater to your unique requirements, allowing you to organize information based on business units, customer types, or channels. By filtering customer journeys based on failed, satisfactory, and successful interactions, you can prioritize and address high-priority issues promptly.

- 1 Real-Time Alerts**
 Customize alerts and notifications based on predefined thresholds, ensuring you receive instant alerts for CX issues such as interactions exceeding time limits, system delays, or failed test cases.
- 2 Automated Troubleshooting**
 Efficiently resolve CX problems by sequencing test cases to run based on the failure of previous ones, enabling quick identification and resolution.
- 3 Multi-Environment CX Monitoring**
 Manage incidents and troubleshoot CX across all channels, regardless of your workspace. Whether you're in operations centers, web platforms, or using the mobile app, Nectar CX Monitoring offers seamless CX Monitoring capabilities.
- 4 Customizable Dashboards**
 Tailor and organize your dashboards within Nectar CX Monitoring to display relevant information specific to each user's role, enabling focused insights and streamlined workflows.
- 5 Simplified Collaboration**
 Effortlessly share CX performance data generated by Nectar CX Monitoring through various collaboration apps such as Slack, Skype, email, and messaging platforms, facilitating effective teamwork and communication.
- 6 Agile & DevOps Enablement**
 Integrate Nectar CX Monitoring with industry-leading tools like Splunk for IT CX Monitoring and ServiceNow and PagerDuty for automated incident management, empowering your Agile and DevOps practices.



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.

