Nectar CX Assurance Performance Testing

SOLUTION BRIEF

GENESYS™

Performance Test To Ensure Your System Can Deliver Great Customer Experiences Even Under Stress

In today's competitive landscape, your customers demand exceptional experiences and innovative interactions across every touchpoint. However, backend challenges such as high call volumes, product launches, and system disruptions can hinder the performance of your customer experience (CX). To instill confidence in your CX's real-world capabilities and ensure seamless performance even during peak traffic, it's crucial to stress-test customer journeys before they go live.

Nectar CX Assurance empowers you to effortlessly test and optimize your CX, delivering quality performance under any circumstances and at any scale. With Nectar, you can conduct comprehensive load testing across all your CX channels, as frequently as needed. Each test provides invaluable insights into potential issues, enabling your teams to proactively address them and spare your customers from any negative experiences. By leveraging the power of automation, Nectar significantly boosts your team's productivity.

Leveraging virtual bots, Nectar generates hundreds or even thousands of simulated customer interactions that closely resemble real-world scenarios. These simulations can be customized to test various load conditions, including traffic spikes, sustained volumes, and controlled traffic. With Nectar, you can ensure performance excellence at every step of your customers' journeys, be it during cloud migrations, new product launches, or peak seasons.

Solution Benefits

Unparalleled Scalability: Guarantee that your system can seamlessly handle both normal and unexpectedly high call volumes, delivering uninterrupted service.

Complete Automation: Effortlessly generate thousands of simulated customer interactions, accurately replicating real-world contacts across your entire CX landscape.

Voice and Digital Coverage: Leverage advanced voice validation capabilities and sophisticated testing for chatbots, email, IVRs, SMS, web, web chat, and more.

Enhanced Testing Quality: Consistently test your CX across all channels, ensuring precise reporting, data-driven error resolution, and elevated experiences for your customers.
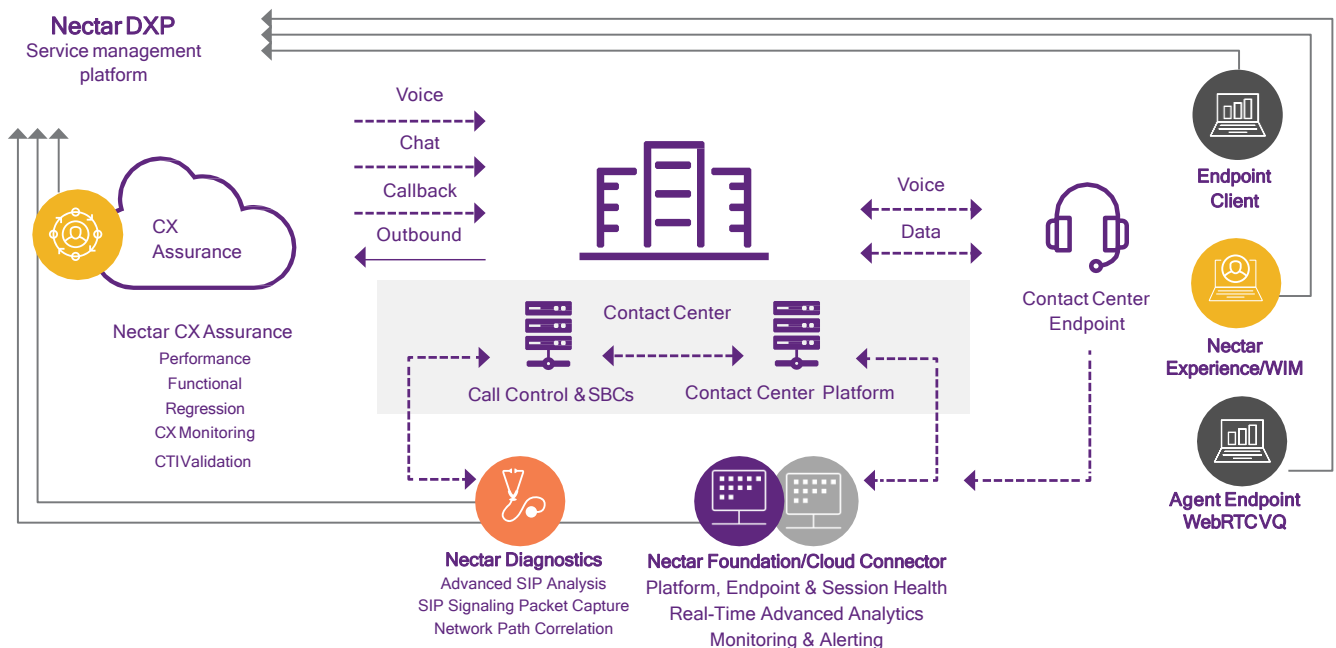
The Solution
With Nectar, you can achieve unmatched CX performance and deliver exceptional experiences to your customers at every touchpoint. Leave no room for uncertainty—rely on Nectar to optimize your CX's performance, scalability, and quality, so you can surpass customer expectations and achieve your business goals.

1 Real-World Customer Interaction Volume:
Conduct tests under sustained traffic loads, sharp peaks, and controlled volume, guaranteeing flawless CX performance in diverse scenarios.

2 Automated Test Execution:
Efficiently generate tens of thousands of simultaneous interactions, reducing manual effort and accelerating testing cycles.

3 Digital and Voice Channels:
Thoroughly test communication pathways in omnichannel journeys, including chatbot interactions, email exchanges, IVR systems, SMS messaging, web interactions, web chat, and voice interactions.

4 Application Data Integration:
Augment your test insights and drive efficient issue resolution by seamlessly importing data from API-compatible applications.

5 Proactive Issue Resolution:
Identify defects in your environment before they impact your customers, enabling you to rectify issues proactively and ensure a smooth CX.

6 Detailed Drill-Down Reporting:
Receive comprehensive reports that provide in-depth visibility into test results, empowering you to quickly identify and address the root causes of any issues.

End-to-End Visibility for Contact Centers

Nectar DXP
Service management platform

CX Assurance

Nectar CX Assurance
Performance
Functional
Regression
CX Monitoring
CTI Validation

Voice
Chat
Callback
Outbound

Contact Center
Call Control & SBCs
Contact Center Platform

Voice
Data

Contact Center Endpoint

Endpoint Client

Nectar Experience/WIM

Agent Endpoint WebRTC VQ

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 voice quality and 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. 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

nectar
Every Conversation Matters™

Want to learn more?

Contact our team.

📞 1.888.811.8647

@ info@nectarcorp.com

🌐 www.nectarcorp.com

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.