



NECTAR FOR JABRA

A New Partnership

Workplace communication has changed dramatically. The ability to work from anywhere is a great benefit but it also introduces new support challenges. A development partnership between two leaders in the communication industry, Nectar and Jabra, helps tackle these support challenges by incorporating telemetry from the latest, advanced Jabra headsets into Nectar's Digital Experience Platform (DXP).

Nectar DXP monitors premise and cloud Unified Communication (UC) and Contact Center (CC) platforms (Avaya, Cisco, Five9, Genesys, Microsoft Teams, Nice, Zoom etc.), providing insight into user experience including call quality, endpoint health and network performance. The **Nectar Endpoint Client** tests remote worker voice and video performance, including device health, wireless metrics, and network analysis for the last mile. **Jabra's new headsets** deliver metrics and environmental data including ambient noise, boom arm position, cross talk, and more. This new Nectar for Jabra integration extends user experience monitoring all the way down to the last three feet.

Visibility Ear-to-Ear

Combined, Nectar and Jabra provide the ear-to-ear visibility needed to fully understand a user's experience and troubleshoot performance issues as they arise. IT support and contact center supervisors, for instance, can be alerted to elevated ambient noise, excessive crosstalk, and network or ISP issues whether involving a corporate office or remote worker. Nectar's suite of tools and forensic data then simplify and speed up troubleshooting.

Ensuring a Great User Experience

For support teams, taking the guesswork out of call quality issues is critical, whether it's end-users on conference calls or agents speaking with customers.

With a Jabra headset and UC/CC call data correlated in Nectar DXP you get full ear-to-ear visibility to quickly isolate and remediate issues, ensuring a great user experience.

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 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 the industry's most strategic and popular 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. www.nectarcorp.com

