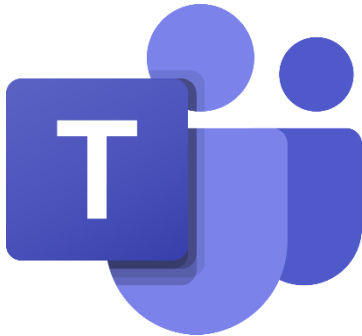





# Nectar for Microsoft Teams

Maximize your investment with unbeatable digital experience analytics


Hybrid working is now the norm. Many businesses rely on Microsoft's Teams platform for seamless, real-time communications—wherever their employees may be.



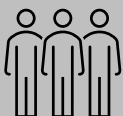
Microsoft's Teams Admin Center and Call Quality Dashboard (CQD) offer analytics, but not beyond the first leg of the call. Nectar for Teams is purpose-built to address the need of IT professionals and Voice teams with a quick intuitive interface for the most common IT operation use-cases, from analytics and reporting to troubleshooting user experience issues throughout the full duration of the call and in real-time. It is specifically designed for organizations that are ready to advance beyond the basic administrator tools and reports that are built-in.



**Administration vs Analytics:** The Teams Admin Center is primarily built to configure Teams features in the context of setting up an Office365 tenant environment for Teams. The organization of the Admin Center is built around the initial setup and configuration of a Teams environment with screens for provisioning, feature settings and app integration. Nectar, is designed in the context of day-to-day ongoing operations and support with intuitive dashboards and screen built around call quality, user experience and troubleshooting.



**Efficient Operations:** Microsoft offers three different tools that can be used for some Teams operations and analytics: 1) the Teams Admin Center, 2) the Call Quality Dashboard and, most recently, 3) PowerBI templates. While each of these tools play a role, they are disconnected; requiring multiple logins and time-consuming, manual correlation. Nectar's approach unifies the value of these three tools in one interface which enables a top-down approach to identifying issues in the context user experience across of your entire environment.



**Multi-Vendor, Hybrid Flexibility:** Nectar knows that IT environments are rarely static. As the technology and vendor landscape evolves, your organization may consider adding other platforms that are not covered by Microsoft's tools. This may be as simple as Session Border Controllers for Direct Routing of PSTN calls or legacy platforms that require contextual support such as Skype for Business Server.

## The Nectar Difference

**Nectar DXP** is a powerful and extensible service management platform that provides visibility, context and actionable insights across multiple workloads and vendor platforms, Nectar DXP is purpose-built for the unique session of voice, video and real-time collaboration. As the basis of Nectar’s portfolio of solutions, Nectar DXP enables Endpoint Client data to be correlated and aggregated with other sources of user experience data such as call detail records, endpoint WebRTC & RTPXR data, and session quality information from Teams environments.

Nectar for Teams, designed for the IT admin, is a rich reporting engine that offers everything from device-level reporting to site-based usage and quality reports-and everything in between-and is supported by Nectar’s powerful Digital Experience assurance tool suite.

Using **Endpoint Client**, **Endpoint RTC Analytics** and our innovative **User Health Index**, we help you put the employee experience first, and put an end to remote technology challenges that until now have been difficult to identify and support. Our Endpoint solutions capture, correlate and add value to voice and video quality experienced by your Teams users, giving you invaluable insights through powerful, real-time analytics-unearthed from every endpoint in your Teams environment. The **User Health Index** allocates a numerical score to these findings, reflecting an ever-evolving view of your users’ individual call quality, so you can assess the strength of your remote workers’ home infrastructure.



Quickly identify user experience and utilization on a dynamic location map - no matter where the users are located.



Easily view health and performance of on-premise SBCs & SIP Trunks plus enhanced session diagnostics for advanced troubleshooting of PSTN calls.

QUALITY	START TIME	FROM (A)	TO (B)
Very Good	08:55 AM, 06/05/2020	N/A	N/A
Good	08:46 AM, 06/05/2020	646-0234	Tom-0234
Good	08:39 AM, 06/05/2020	Siva-0234	Prakash-0234
Good	08:32 AM, 06/05/2020	Tauseef-0234	T-0234
Good	08:30 AM, 06/05/2020	Bill Bern-0234	T-0234
Good	08:30 AM, 06/05/2020	Adam-0234	T-0234
Good	08:29 AM, 06/05/2020	Danny-0234	T-0234
Good	08:22 AM, 06/05/2020	-0234	T-0234
Good	08:21 AM, 06/05/2020	Subbi-0234	T-0234
Good	08:06 AM, 06/05/2020	Tom-0234	T-0234

Enable global session views with “clickable” session details views to enable advanced troubleshooting.

## Nectar Digital Experience Platform (DXP) vs. Microsoft Teams Admin and CQD

	TEAMS	DXP
See all locations call quality in near-real time		✓
See all call records for a given time period at the same time		✓
Easily filter call records to get the details you need		✓
Customizable reports (Teams Admin Center only supports semi-custom date ranges - all other fields are static)	✓	✓
Automatically email reports on a schedule		✓
PowerShell module with a rich set of cmdlets geared towards call analytics		✓
Compatible with PowerBI	✓	✓
Easily locate poor calls/conferences		✓
Visually identify locations with poor quality		✓
See all stages of a PSTN call		✓

**Nectar Services Corp. (Nectar)** Since its founding in 2006, Nectar has been committed to delivering market-leading software solutions that empower organizations to dramatically improve management, visibility, and service delivery across global and enterprise converged Voice-over-IP (VoIP), SIP and MPLS networks and across integrated voice, video, collaboration and contact center solutions by providing critical performance information to executives and technical resources. Nectar's best-in-class, vendor agnostic solutions support the industry's most strategic and popular platforms from Avaya, Amazon, Cisco, Five9, Genesys, Microsoft, Zoom and more. 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 service industries. Learn more at [nectarcorp.com](http://nectarcorp.com)

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