NECTAR ENDPOINT CLIENT

The ultra-lightweight, remotely managed software agent built to test voice and application network health from remote user's devices to your critical services.

Last Mile Visibility | Nectar's Endpoint Client allows enterprise collaboration and contact center teams to support remote agents without sacrificing visibility. No matter where users are located, the Nectar Endpoint Client, powered by Nectar DXP, allows you to see the digital experience of your remote agents, quickly troubleshoot voice-impacting network issues, and ensure a seamless digital experience for agents and customer callers alike.

In recent years, the sudden and complete shift to remote work for contact center agents and information workers created a new challenge for IT operations and support teams. Today, it's clear that remote and hybrid work environments are here to stay. However, residential broadband connectivity remains an unmanaged, best-effort network environment. Many enterprise IT applications adapt easily to this environment, but voice and video are unique workloads. Any performance issues on the network have an obvious and direct impact on internal collaboration and customer communications.

Without proper visibility, issues in the remote endpoint environment can be difficult to identify, isolate and remediate. While one-time, manual network speed tests can be useful for simple workloads, they are blunt instruments that are not adequate for enterprise voice support due to variability caused by time-of-day network loads and various provider network routes to public cloud services and datacenter resources.

The Nectar Endpoint Client was built specifically for the challenge of testing and monitoring network health from remote user locations into well known public cloud providers, such as Microsoft and Amazon Web Services, and private datacenters which may host critical applications and services.
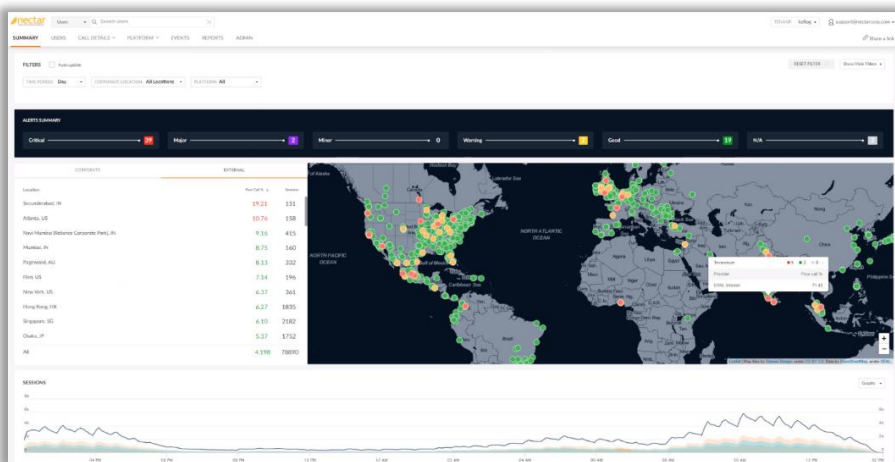
End User Experience Testing & Monitoring

➢ Monitor remote worker network, voice / video and web application response

➢ Save time troubleshooting remote user call quality issues.

➢ Gain end-to-end visibility across multi-vendor, hybrid platform environments.

➢ Proactively support specific groups of remote users with administrator alerts.

➢ Baseline user experiences to demonstrate quantifiable improvement efforts.

➢ Create a seamless, successful remote contact center operation.

➢ Continuously test and monitor customer experience (CX) on voice channels to remote contact center agents

Contact Center Agent Support

When inbound or outbound contact center interactions involve a live agent, call quality is paramount to a great customer experience. For most contact center operations, live agent engagement is the most expensive and highest priority channel. Important metrics such as First Call Resolution and Net Promoter Score can easily be influenced by poor audio quality. Without continuous endpoint telemetry, however, identifying the network conditions at an individual agent level is time-consuming and difficult. Meanwhile, each minute that an agent is out of the queue or taking calls with compromised network quality directly impacts customer satisfaction.

By quickly and easily pinpointing specific contact center agents who are experiencing poor network conditions, the Nectar Endpoint Client has proven a critical tool for some of the largest contact centers.

Simplified Operations

The Nectar Endpoint Client offers visibility into the network health of remote users by testing the network path between two or more endpoints. The standard Endpoint Client is easily deployed on popular desktop, thin-client, and mobile operating systems.

The Nectar Endpoint Client continuously tests high-value voice and application connectivity from remote users to public clouds, private or hosted datacenters and corporate locations by establishing synthetic voice connections between agents that can be configured to run tests at regular intervals throughout the day.

The quality of the network is evaluated at both ends of the connection which provides an inbound and outbound assessment delivering an accurate analysis of the voice experience that goes well beyond standard, one-time speed tests often used to assess residential broadband connections.

Designed and built for efficiency and ongoing operations, the Nectar Endpoint Client itself is lightweight and the synthetic traffic very minimal. This ensures there is no impact on overall network performance and actual voice calls are not degraded by the test traffic.

Powered by Nectar DXP

Nectar DXP, the Digital Experience Platform for Contact Center and Enterprise Collaboration Operations, correlates and enhances data from a variety of distinct Nectar solutions, including the Nectar Endpoint Client. This advanced cloud platform provides the visualization and analytics of test data used for day-to-day operations. Nectar DXP also enables integration of Nectar telemetry with other systems through extensive APIs.

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-based nature of voice, video and real-time collaboration. As the core 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 & RTCP-XR data, and session quality information from communications platforms such as Zoom, Microsoft Teams, Avaya, Cisco, AudioCodes, Ribbon, Oracle and other.

Nectar DXP Offers End-to-End Digital Experience Insights

Monitoring & Alerting — Global scale optimized for 24x7, proactive operations and support.

Testing — Plan, design, and deliver high-quality user and customer services.

Troubleshooting — Maintain and defend service levels effectively while controlling costs.

Analytics — Benchmark and trend performance & adoption for sustained innovation.

Built for Simplicity

Nectar DXP's highly intuitive interface is designed to optimize usability across a wide audience. Automated, high-value and actionable insights are presented in simple context with automated interpretation of diagnostic data. With executive & operational dashboards and simple search, Nectar DXP allows support and operations teams to easily identify remote user issues.
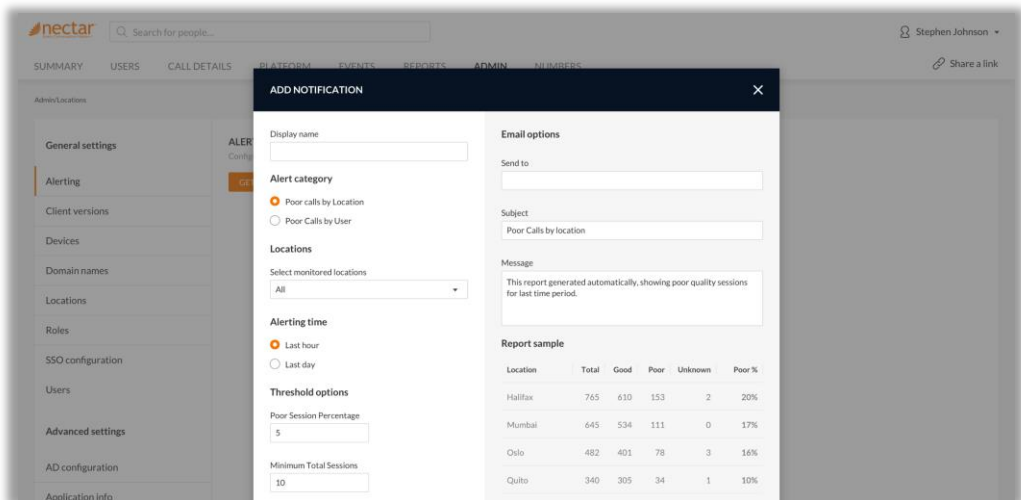
Visual Dashboards
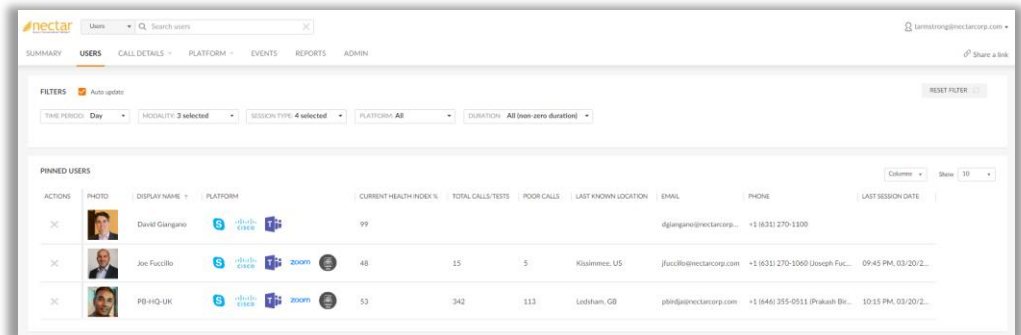
Dynamic geospatial dashboards with filtering and drilldown capabilities
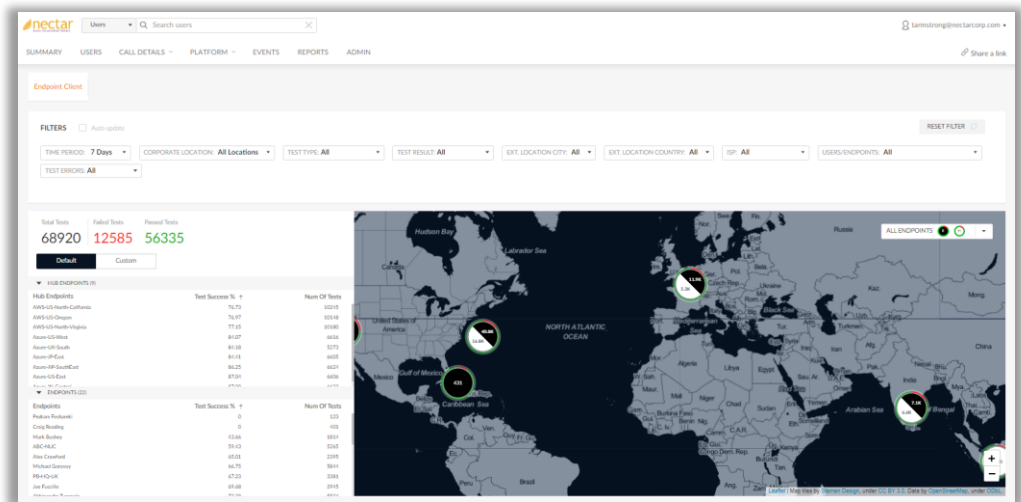
Alerts

Configurable outbound notifications based on users or groups of monitored users

Search

Global user search and VIP "pinned" users allow admins to quickly check a user's status

Data Driven Insights

Traditional network analytics and reporting provided by vendor platforms is often difficult for front-line operations teams to interpret. Experienced administrators may understand jitter, packet loss and latency in context but those datasets may not be useful to people less familiar with voice network troubleshooting. To address this, Nectar has created a simple user-experience indicator called the Nectar User Health Index.

The Nectar User Health Index provides an easy-to-understand assessment of user experience that powers front-line support teams with insights and context to identify, isolate and recommend remediation efforts quickly.

The User Health Index is based on a proprietary algorithm that is continuously informed by a variety of telemetry sources, including test data from the Nectar Endpoint Client. This allows Endpoint Client test data to be presented alongside other user experience data in a simple format that is easy to understand. Additional context provides insights into how user choices may be impacting experience based on location, network connection type, and devices. The intuitive interface also shows how a user's experience is currently trending based on real-time data.

In addition to the User Health Index, the Nectar Endpoint Client test data and other correlated telemetry is processed by Nectar DXP to provide global experience reporting on a variety of factors such as Internet Service Provider (ISP) performance, physical location (based in IP Geolocation), and client operating systems.

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