

## Unparalleled UC Network Performance Management, Monitoring and Diagnostics Solution for Contact Center Environments



### Every Contact Center has the Potential of Being a Profit Center

Unified Communications and Collaboration (UC&C) tools have transformed Contact Centers into preemptive customer service strategies. UC is now a primary tool to communicate, interact with and satisfy your clients. With enterprises placing more emphasis on the customer experience, UC and collaboration technology is now a strategic imperative in managing a contact center's performance. But what happens when an issue occurs?

### Nectar Provides Total Visibility into Avaya UC Environments

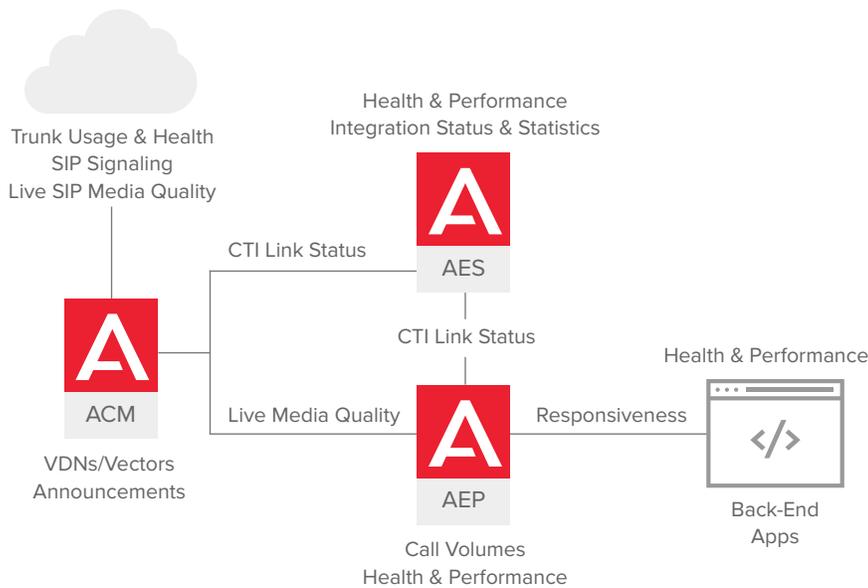
Nectar delivers exceptional system health and availability for Avaya Communications Manager (ACM) with a single, 360-degree view of voice and data assets – providing contextual monitoring, root cause analysis, and at-a-glance troubleshooting across integrated voice, data, application, and video networks. Nectar is the only solution on the market today with real-time, centralized, multi-platform management and monitoring that provides true, cross-platform IT collaboration and management of global, multi-vendor UC environments.

### Nectar Monitors and Analyzes the Functionality of Avaya Contact Center Environments

Nectar's insight extends beyond the ACM platform to include Avaya's suite of Contact Center applications. Just as the ACM platform and functionality is more than the sum of its parts, Contact Center applications require multiple elements and devices to work in concert. Nectar's unique value lies in the understanding of this complexity. Nectar's contextual alerting monitors the health of the parts, and the functioning of the sum.

Nectar proactively answers these questions, monitoring across the Contact Center, including but not limited to:

- Avaya Communication Manager (ACM)
- SIP and PRI Trunks
- Application Enablement Services (AES)
- Call Management System (CMS)
- SBCs
- Voice/Experience Portal (AVP/AEP)
- IP Call Recording
- Aura Contact Center (AACC)
- System/Session Manager
- Oceana/Breeze

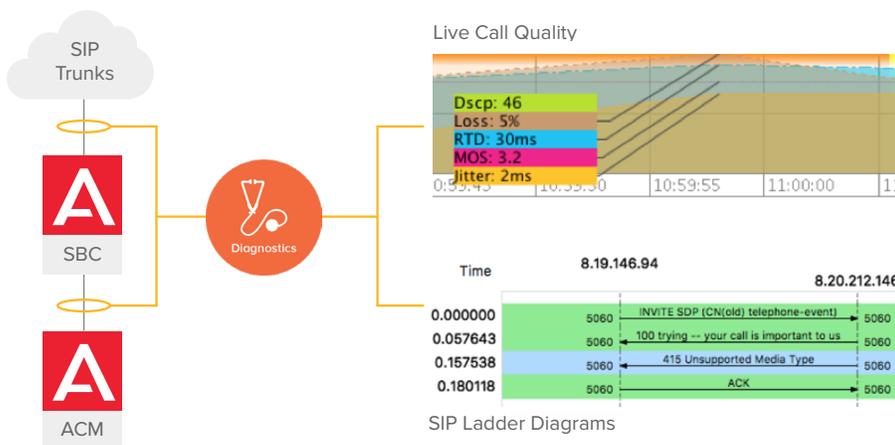


Nectar’s application-layer visibility monitors the integration and interaction between devices, ensuring that the entire Contact Center machine is functioning properly, not just individual cogs. Nectar sees the trees, and the forest.

- Experience Portal is not responding. Is it my AEP server, or the back-end applications?
- Call Recording is not recording. Are my CTI links up? Are the AES softphones registered?
- Call quality is degraded. Is it within my network, or is it my SIP service provider?
- Are there any errors within my Vectors?

## Nectar Eliminates the Blind Spot, Providing Visibility into your SIP Trunks

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## Key Benefits

- Proactive, contextual alerting, with application-layer visibility into Contact Center functionality.
- Nectar monitors the health of the parts, and the sum.
- Root Cause Analysis lets you drill down from effect, to cause.
- Live call quality monitoring pinpoints quality issues as they occur.
- Vector and Announcement inventory, performance metrics and alarming.
- Unsurpassed SIP trunk visibility, inside and outside your network, for signaling and media.
- Nectar Diagnostics monitors the IP data net work to solve call quality issues, down to the network interface level.

## Summary

Customer service is paramount to the health and success of any business. As contact centers become larger, more distributed and complex, the Nectar software portfolio provides the necessary tools to fully monitor and troubleshoot them. Ensuring the Contact Center will run smoothly, and a superior user experience for both customers and contact center agents alike.

## Nectar: The Smart Choice for Managing Avaya Contact Center Environments

As enterprise organizations continue to face new and complex operational challenges within their evolving contact center environments, Nectar continues to deliver unparalleled business value by helping enterprises to maximize their existing technology investments, manage multi-vendor network complexity, mitigate cross-platform security risks, and achieve quantifiable cost savings across global, unified communications systems while assuring an easy path for future technology needs and business growth.

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For more information...

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