

# CX Assurance

## Protect Your Brand and Elevate Your Customer's Journey with Best-In-Class Customer Experience Testing and Monitoring from Nectar



Nectar CX Assurance empowers UC and Contact Center teams to deliver great **Customer Experiences** with a complete suite of advanced CX testing tools.

Inbound customer calling remains a critical component of the overall customer experience for many brands. Whether your contact center drives revenue or provides essential services, the experience you deliver contributes significantly to overall brand loyalty and customer satisfaction.

Traditionally, many organizations have had to rely on manual efforts or have been forced to adopt complex and expensive legacy testing platforms for IVR and Contact Center environments. Nectar CX Assurance provides a powerful alternative for automated CX testing that offers both superior functionality and industry-leading cost efficiency.

Nectar brings the industry's most complete approach to customer experience management for UC and contact center teams by combining our core platform, network and endpoint monitoring capabilities with cloud-based testing, automated assurance monitoring and advanced reporting and analytics.



Nectar CX Assurance enables you to test your contact center and IVR environments with the most advanced and efficient testing ports on the market.

## Why Nectar CX Assurance?



Save time, improve accuracy and maximize efficiency with **Automated Discovery.**



Move to release more quickly and confidently with **functional, regression and load testing.**



Scale your efforts globally with **dynamic call flows, voice automation and in-country toll-free.**



## For more information:

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# CX Assurance

Contact center managers and DevOps teams are constantly challenged to balance the business demands for speed to market with the work required to protect customer satisfaction and brand experience metrics.

### Go live faster with more confidence.

Today's contact center platforms are powerful and often deeply integrated with line of business systems designed to optimize the customer touchpoint with automation. This integration combined with varying inbound traffic patterns (associated with seasonal spikes or market-timed opportunities) can easily present unexpected CX issues.

Nectar's automated functional and regression testing of call routing, application performance and real-world capacity minimizes the risks associated with today's platform complexities and allows you to launch changes and new platforms in less time and with more accuracy than traditional methods.

### Proactively address the unexpected.

Beyond the advanced testing features, Nectar CX Assurance also offers perpetual monitoring for ongoing or recurring synthetic testing of availability and monitoring of configuration changes.

Perpetual monitoring enables contact center management teams with alerting and historical reporting based on service availability, functionality and call quality factors that may impact CX metrics.

## Key features:

**Auto Discovery** – Automated reverse-engineering of call flows speeds up the ever-changing landscape of dynamic IVRs and enables more accurate and timely Customer Experience monitoring of the programed flows without intervention.

**Voice Automation**– Powerful text-to-speech capabilities and speech recognition functionality, combined with call recording, enable a high level of quality control and monitoring.

**Real-Time Alerting**– Contact Center and UC or voice operations teams are automatically notified via e-mail or SMS when issues are identified.

**Voice Quality Scoring**– Advanced voice quality monitoring identifies clicks and noise, artefacts generated by packet loss, intermittent gaps in audio during playback and stutter/jitter due to packet loss.

**Advanced Scheduling**– Test campaigns can be run anytime and in sequence; call volumes can increase gradually or as fast, heavy spikes.

**Reporting** – extensive reporting of generated calls, dropped calls, unexpected script faults, DTMF/speech faults, performance statistics / scaling.