

# Nectar for Avaya

Digital Experience Insights for Collaboration & Contact Center Environments



## Comprehensive Visibility plus End-to-End Monitoring and Service Management for Avaya

Nectar for Avaya is a flexible solution designed to provide operations and support teams with complete visibility, actionable insights and global reporting across complex, high-volume UC and Contact Center deployments. From our platform monitoring specifically built to track the most important telemetry for system health to real-time user experience data from endpoint devices and soft clients, Nectar transforms chaos into clarity for Avaya deployments of all sizes.



### Solutions for Every Stage of Your Avaya Journey



#### Global Operations

From global platform health to real-time endpoint statistics, Nectar for Avaya supports a variety of use cases to give visibility to everyone, from the C-suite to the Network Operations Center. Data that previously took hours to compile, delivered to your inbox.



#### Critical Support

Every minute counts when there's an outage. Quickly identify and resolve experience-impacting issues across complex environments with correlated insights and powerful troubleshooting across application, hardware, SIP trunking and remote endpoints.



#### Cloud Migrations

Lead your organization's migration to the cloud with confidence. Automated inventory, comprehensive reporting and full support for hybrid (on-premises & cloud), multi-vendor operations saves time and headaches over disparate systems, processes and integrations.

Session, Platform & Utilization Analytics



Platform Monitoring & Alerting



Advanced Troubleshooting



CC & IVR Testing



## Nectar & Avaya | An Industry Leading Partnership

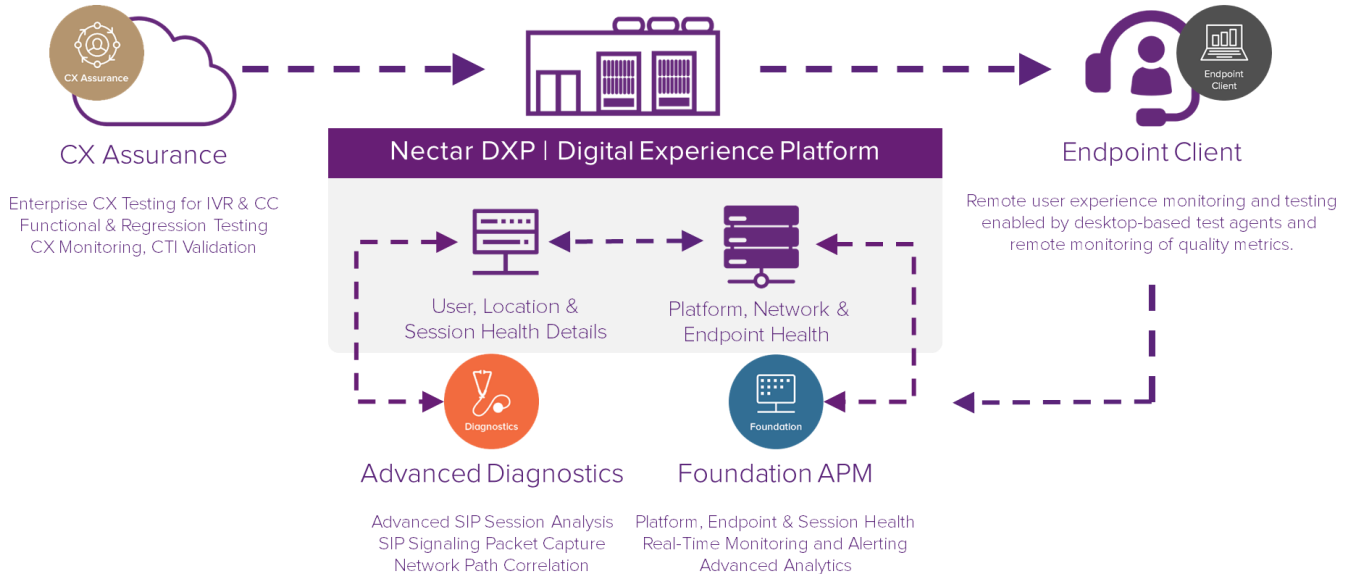
**Our partnership powers the enterprises, services providers, and BPOs that deliver on the promise of great digital experiences.**

Working together in a partnership that is pushing the industry to new frontiers of digital experience monitoring for contact center and enterprise collaboration,

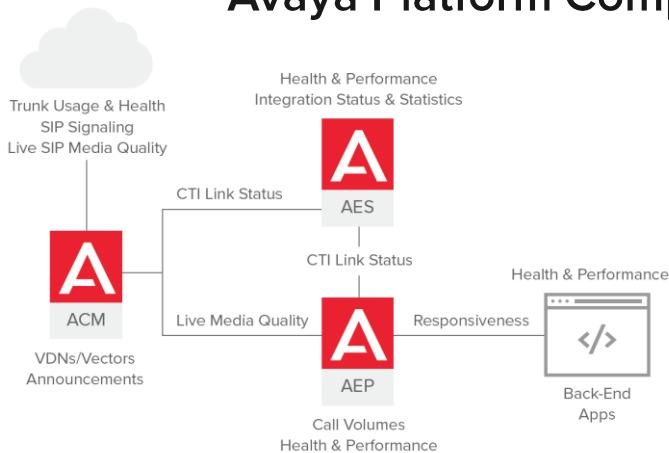
Nectar and Avaya are leading the market with a portfolio of products, services and tooling that provide actionable insight into Collaboration and Contact Center environments.

# Nectar DXP

A powerful and extensible service management platform that provides visibility, context and actionable insights across multiple workloads and vendor platforms.



## Avaya Platform Component Support



Aura® Communications Manager  
Aura® Session Manager  
Aura® System Manager  
Aura® Media Server  
Avaya CMS  
Avaya AVP/AEP  
Avaya Modular Messaging  
Avaya AES  
Avaya eSBC (+3<sup>rd</sup> party SBCs)  
IP Call Recording

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