

SOLUTION BRIEF

Nectar for Contact Center as a Service (CCaaS)

The Challenge

In contact centers, transaction volumes are increasing as more people communicate with businesses remotely, digital channels are becoming more complex, and **customers now expect a seamless communication experience** when they interact with your brand.

Working practices have recently shifted so that many staff that once came into the office now work from home. Companies need to continue to adapt to accommodate these new remote working practices. New technologies need to be employed to enable business as usual.

This is especially the case for contact centers. In the past, call center agents all worked in the same physical location, which held the right technologies for seamless calls and sold customer experience. Now these businesses have to rely on remote agents and their home network connectivity to deliver that same experience to expectant customers.

Nectar assures efficient and smooth-running customer and business interactions. We provide a service that is end to end, and at scale for both employees and customer experiences: one that is visible within a single pane of glass.

Nectar can be the answer to your communication problems. We are vendor agnostic and support both remote working and hybrid environments (a mix of remote and on-premise locations).

Business Challenges



Protecting the brand from gaining a bad reputation from providing poor digital experiences.



Reducing the time taken to migrate to the cloud and complete digital transformation projects, without loss of quality.



Reducing employee churn and attrition.



Reducing the risk associated with changing customer and employee journeys



Identifying issues in real-time, and resolve problems before they have an impact on customers and revenue.



Consolidating the tools needed for visibility into customer and employee communication experiences to reduce cost and avoid multi-vendor finger pointing.

The Solution

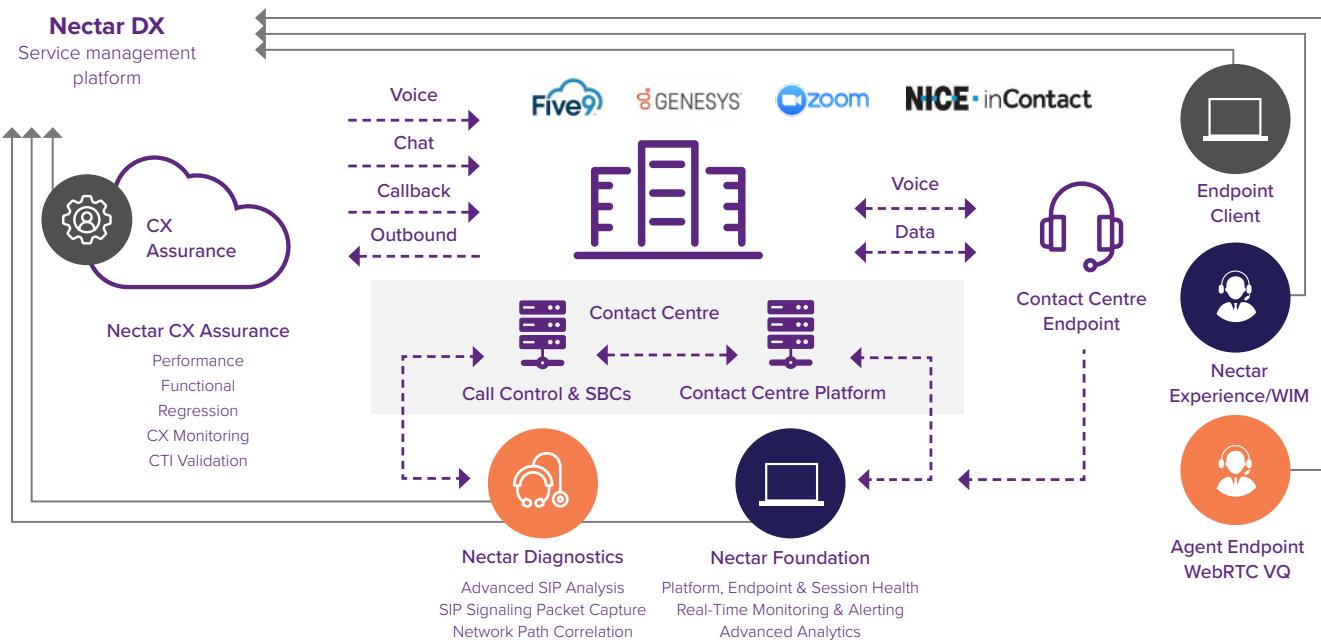
Nectar DXP is a powerful and extensible service management platform that provides visibility, context and actionable insights across multiple workloads and vendor platforms. It is purpose-built for the unique session-based nature of voice, video, and real-time collaboration.

The benefits of Nectar DX product set are:

- 1 **Unmatched visibility into CCaaS environments, allowing for proactive, real time insights**
- 2 **Consolidate the multi-vendor approach by utilizing Nectar as a *single tool* for all Contact Center assurance needs**
- 3 Speed up digital transformation projects such as cloud migrations
- 4 Increase in **customer satisfaction, and retention** – a single tool to view the customer's entire experience and identify any problem areas to fix.
- 5 **360-degree monitoring** across multiple platform, network, and endpoint environments to allow quick identification and rectification of any issues.
- 6 Ability to create a **seamless, successful contact center operation** – both remote and on-site
- 7 Determine the health of call agents, **based on key indicators and metrics**
- 8 **More efficiency and fewer costs** thanks to maximized agent and user productivity
- 9 **Better customer experiences**, happier agents, less churn
- 10 **Mitigate risk** of gaining a poor brand reputation



End-to-End Visibility for Contact Centers



Nectar DXP functions as the core platform for Nectar's portfolio of solutions.

The following components are specifically designed to support even the most demanding Contact Center infrastructures.

Nectar Endpoint Client

The Nectar Endpoint Client enables you to see and service the digital health of remote agents. It can be configured to test a variety of network health and service availability transactions. This allows you to see the digital health of your remote agents, and quickly troubleshoot technical issues.

Nectar RTC

Whether used in the office or remotely, traditional desk phones and other physical endpoints are still mission-critical for many public and private organizations. To solve this, Nectar RTC offers industry-leading support for everything from modern browser based WebRTC sessions to the time-tested desk phone and softphone RTCP-XR and QOS feeds, so organizations can harness true insights from their hybrid endpoints.

Agent Health Index

Our Agent Health Index allocates a numerical score to each agent based on their individual call quality. This gives you the ability to assess a particular agent's home infrastructure, see any bandwidth or other challenges they may be facing, and proactively divert calls to another agent that is better equipped to deal with the customer.

Nectar's CX Assurance

Nectar's CX Assurance delivers a powerful alternative to complex manual testing. It offers IVR and load testing platforms via an automated CX testing that provides both superior functionality and industry-leading cost efficiency.

With native integrations into popular DevOps tools, Nectar CX Assurance simplifies and streamlines your customer journey testing to deliver predictable, measurable outcomes for premise-based and cloud-based solutions.

Users benefit from the ability to schedule test calls on a variable schedule, run test cases to emulate caller journeys, and monitor the voice quality of what the system hears, which enables it to detect audio issues or system errors.



Standardize on best-of-breed technologies

We understand that there's no one size fits all when it comes to your contact center setup. The sudden changes in the digital landscape have meant that many businesses are relying on more siloed vendors than ever before.

Today, digital experiences happen across a wide range of platforms and endpoint environments—on-premises and in the cloud. That's why we offer hybrid, multi-vendor support for the communications solutions that your contact centers rely upon. We monitor your hybrid environment, guaranteeing the health and great user experience of your internal communications as well as your external, customer facing conversations.

Next Steps

Want to learn more about Nectar for CCaaS?

Contact our team here.

 1.888.811.8647

 info@nectarcorp.com

 www.nectarcorp.com

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. This helps businesses 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 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.

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