

# Nectar for Cisco

## SOLUTION BRIEF



Powerful, easy-to-use monitoring, diagnostics and reporting platform for managing Cisco collaboration and contact center ecosystems.

Voice and video form the foundation of enterprise collaboration and never has there been so many powerful collaboration platforms and technologies available to end-users. This golden era of collaboration enables new scenarios for end-users but also poses a challenge to IT operations and support teams who struggle to gain visibility into all the elements that may be contributing to session health and user experience.

Nectar knows what it takes to meet the needs of Cisco enterprise customers and their service providers. By enabling a great user experience, we deliver unparalleled business value to your Cisco UC and Collaboration deployment. The ability to provide a centralized management view with real-time call troubleshooting not only speeds problem resolution and significantly reduces user dissatisfaction, it also eliminates operations team frustration and customer perception issues.

Enterprise customers can now more effectively align their vital IT initiatives with key business objectives, thereby freeing up critical resources and transforming their Cisco collaboration technology infrastructure into a highly responsive business asset.

### Solution Benefits



Eliminate remote worker blind spots by monitoring your remote worker's Internet Service Provider (ISP), SIP sessions, voice/video and web application response.



Integrate user, location and device data across ALL platforms (even if it isn't Cisco). Multi-platform support for Teams, Zoom, Ribbon, Oracle, AudioCodes and more.



Assign a grade for each user's network and call quality performance with our proprietary User Health Index.



Assure quality interactions before they happen no matter the circumstance, with comprehensive functional, regression and load testing across all CX channels

The Smart Choice for Great Cisco Collaboration, Contact Center, and Multi-Platform User Experiences

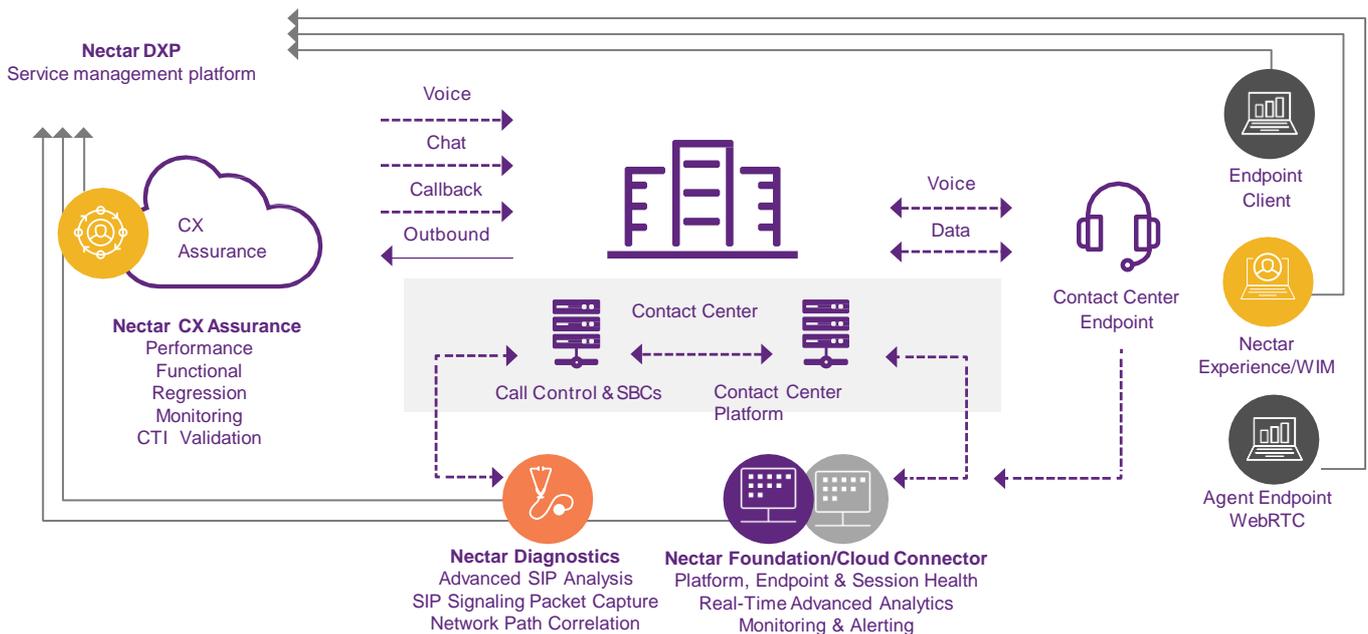
## The Solution

Nectar’s advanced capabilities ensure exceptional user experience. Tailored for Cisco enterprise ecosystems, our tools empower support, service provider teams, and enterprise IT teams to master the intricacies of multi-vendor networks and to provide actionable insights needed to achieve faster issue resolution.

- 1 **Actionable Insights:** Understand session quality and platform health at-a-glance.
- 2 **Immediate Alerts:** Stay ahead with instant notifications on critical events impacting Cisco UC deployments.
- 3 **Network Efficiency:** Pinpoint misconfigured elements and unexpected capacity utilization within the network.
- 4 **Real-time Analysis:** Evaluation of Cisco voice and TelePresence sessions, with support for Cisco Meeting Server devices.
- 5 **Performance Trends:** Site-based trending and reporting ensure consistent session quality.
- 6 **Device-based Monitoring:** Comprehensive reporting tailored to specific endpoint devices.
- 7 **Signaling Analysis:** Dive deep with SIP/SCCP signaling data, ladder diagrams, and utilization metrics.
- 8 **Synthetic Call Testing:** Validate both wired and wireless network performances.
- 9 **Adaptive Integration:** Seamless compatibility with evolving Cisco technologies and updates.
- 10 **Holistic Analytics:** Advanced insights spanning across multi-vendor UC platforms.



## End-to-End Visibility



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

### 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.

### WebRTC

Elevate your voice quality monitoring with the precision of WebRTC. By harnessing direct endpoint statistics from browser-powered WebRTC sessions, Nectar provides crystal-clear insights into every user experience. In the evolving landscape of UC and Contact Centers, our WebRTC-focused tools set the benchmark for comprehensive quality analysis.

### Diagnostics

This comprehensive solution provides unparalleled health and performance monitoring for SBC infrastructure, plus dynamic signaling/media analysis for SIP sessions.

With complete visibility into the performance of SIP networks by tracking both signaling and media – enabling real-time, proactive monitoring and management. In addition, Nectar's framework supports Session Border Controllers (SBC's) for unsurpassed visibility into the health and performance of both the SBC infrastructure and session level diagnostics at the carrier.

### Foundation APM

Bridge the gap between cloud operations and legacy, on-premises or hosted infrastructure with multi-vendor hybrid platform health & availability monitoring.

### 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.

### User Health Index

Our User Health Index allocates a numerical score to each user 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 make business decisions such as have the agent automatically change service channel to chat and SMS rather than voice.

### Web Interaction Manager

The ability to test & monitor application availability, functionally and performance in real-time allows your agents to offer high-quality interactions with customers over the web. Integration with other contact center technologies such as Interactive Voice Response (IVR) systems, web chat and Automatic Call Distributors (ACDs) helps you improve your customer service.

### Cloud Connector

Nectar's proprietary Cloud Connector enables secure connectivity to public cloud sources such as UCaaS, CCaaS and CPaaS service telemetry APIs. Built to support enterprise-class volume and resiliency requirements, this provides the platform with public cloud connectivity and also enables ingestion of private enterprise call data.

## Best-in-class for managing Cisco UC and Contact Center ecosystems



### Global View

Includes Cisco assets such as health, performance, inventory and user experiences



### Filter Quickly

Manage millions of record by location, user, ISP, network, call quality, etc. and Drill-down into troubleshooting details



### Consolidated View

Sessions and trends across CUCM and CMS, video and WebEx endpoints, device & conference room monitoring



### Proactive Alerts

Alarms, certificate expiration monitoring, 30-60-90-day warnings, registration status, resource consumption thresholds

Nectar's monitoring, reporting and troubleshooting tools for Cisco and also support for 3<sup>rd</sup> party components.

Nectar supports:

- ✓ Cisco Unified Communications Manager
- ✓ Cisco Contact Center (UCCE/UCCX)
- ✓ Cisco Expressway
- ✓ Cisco Meeting Server
- ✓ Webex Calling
- ✓ Webex Rooms
- ✓ Integrated Service Routers
- ✓ 3<sup>rd</sup> Party SBCs & headsets

Want to learn more?

Contact our team.

1.888.811.8647 | [info@nectarcorp.com](mailto:info@nectarcorp.com) | [www.nectarcorp.com](http://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.



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