



# Nectar for Zoom

**Deliver the insights you need to support great user experiences for your hybrid workforce**

Businesses are embracing UCaaS platforms to support the shift to hybrid working. Today, businesses rely on Zoom to facilitate real-time digital communication experiences for their scattered employees. While the platform serves its purpose, it doesn't provide the tools needed to have the 360-degree view of the unified communications operations needed to confidently see and solve any user experience issues.

Designed to provide the capabilities that are lacking among Zoom's basic free tools, Nectar for Zoom delivers enterprise-class service management in a secure and intuitive interface designed specifically for the reality of enterprise operations. Our suite of UX tools deliver enterprise-grade support and high-quality user experiences with intuitive analytics built for Zoom meetings and calling.

Nectar for Zoom, built on Nectar DXP, delivers, correlates and enriches real-time experience data and addresses what Zoom doesn't provide. We offer everything organizations need to detect, resolve and prevent call quality issues.

**Nectar for Zoom allows enterprise collaboration teams to track overall health indicators and support user experiences in the cloud with:**



**Session summary dashboards:** Geographic views of locations on a map with historic call quality statistics by call type (modality) to show call volume and health for specific intervals of time (last hour, day, week, 30 days, etc.). Dashboards enable filtering based on location, modality.



**Session details views:** Easily query the system to look up a call based on the user's email address. Analyze a specific meeting/webinar for quality issues related to voice network stats (jitter, packet loss, etc.) and other quality metrics.



**Meeting/Webinar detail views:** Quickly identify and analyze critical user experience factors across all the participants of Zoom meetings. Use a Gantt-chart style visualization to quickly isolate contributing factors to participant quality issues or overall health factors.



**Adoption and usage reporting:** Deliver platform utilization metrics and key adoption telemetry to enable data-driven decisions across the enterprise IT organization.

## The Nectar Difference

**Nectar DXP** is a powerful and extensible service management platform that provides visibility, context and actionable insights across multiple workloads and vendor platforms, Nectar DXP is purpose-built for the unique session of voice, video and real-time collaboration. As the basis of Nectar’s portfolio of solutions, Nectar DXP enables Endpoint Client data to be correlated and aggregated with other sources of user experience data such as call detail records, endpoint WebRTC & RTPXR data, and session quality information from Zoom environments.

Nectar for Zoom, designed for the IT admin, is a rich reporting engine that offers everything from device-level reporting to site-based usage and quality reports—and everything in between—and is supported by Nectar’s powerful Digital Experience assurance tool suite.

Using **Endpoint Client**, **Endpoint RTC Analytics** and our innovative **User Health Index**, we help you put the employee experience first, and put an end to remote technology challenges that until now have been difficult to identify and support. Our Endpoint solutions capture, correlate and add value to voice and video quality experienced by your Teams users, giving you invaluable insights through powerful, real-time analytics—unearthed from every endpoint in your Teams environment. The **User Health Index** allocates a numerical score to these findings, reflecting an ever-evolving view of your users’ individual call quality, so you can assess the strength of your remote workers’ home infrastructure.



Quickly identify user experience and utilization on a dynamic location map – no matter where the users are located.



Easily view health and performance of on-premise SBCs & SIP Trunks plus enhanced session diagnostics for advanced troubleshooting of PSTN calls.

QUALITY	START TIME	FROM (A)	TO (B)
Very Good	08:55 AM, 06/05/2020	N/A	N/A
Good	08:46 AM, 06/05/2020	646-1-0234	Tom-1-0234
Good	08:39 AM, 06/05/2020	Siva-0234	Prakash-0234
Good	08:32 AM, 06/05/2020	Tauseef-14	T-1-1-1-1
Good	08:30 AM, 06/05/2020	Bill Bern-14	T-1-1-1-1
Good	08:30 AM, 06/05/2020	Adam-134	T-1-1-1-1
Good	08:29 AM, 06/05/2020	Danny-14	T-1-1-1-1
Good	08:22 AM, 06/05/2020	-1-1-0234	T-1-1-1-1
Good	08:21 AM, 06/05/2020	Subhi-134	T-1-1-1-1
Good	08:06 AM, 06/05/2020	Tom-134	T-1-1-1-1

Enable global session views with “clickable” session details views to enable advanced troubleshooting.

## Nectar Digital Experience Platform (DXP) vs. Zoom QoS

	ZOOM	DXP
See all locations call quality in near-real time		✓
See all call records for a given time period at the same time		✓
Easily filter call records to get the details you need		✓
Customizable reports (Zoom Admin Console only supports semi-custom date ranges - all other fields are static)	✓	✓
Automatically email reports on a schedule		✓
PowerShell module with a rich set of cmdlets geared towards call analytics		✓
Compatible with PowerBI	✓	✓
Easily locate poor calls/conferences		✓
Visually identify locations with poor quality		✓
See all stages of a PSTN call		✓

**Nectar Services Corp. (Nectar)** Since its founding in 2006, Nectar has been committed to delivering market-leading software solutions that empower organizations to dramatically improve management, visibility, and service delivery across global and enterprise converged Voice-over-IP (VoIP), SIP and MPLS networks and across integrated voice, video, collaboration and contact center solutions by providing critical performance information to executives and technical resources. Nectar's best-in-class, vendor agnostic solutions support the industry's most strategic and popular platforms from Avaya, Amazon, Cisco, Five9, Genesys, Microsoft, Zoom and more. 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 service industries. Learn more at [nectarcorp.com](http://nectarcorp.com)

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