NetBeez

Digital Experience Monitoring for Call Centers

Intro

As enterprises move to the cloud and more employees work remotely, IT issues affecting the end user digital experience are draining resources and negatively impacting customer engagements, especially for call center and support employees.

Traditional network monitoring tools don't provide visibility into areas impacting remote users like ISP, Wi–Fi, and SaaS application performance that are beyond organizational control.

80%

Reduction of internal help desk tickets experienced by organizations ranging from Fortune 100 to fast-growing startups

NetBeez Digital Experience Monitoring (DEM) is well-suited for organizations with remote or hybrid call centers or support employees that are on the customer front line.

Organizations from Fortune 100 companies to fast-growing startups use NetBeez to cut internal help desk tickets by >80%, reduce engineering escalations, and give teams a direct line-of-sight to employee & technical issues all while ensuring 5-star customer connections for your teams, every time.

The Solution

The NetBeez DEM platform enables organizations end-to-end digital experience visibility, ideal for the work-from-anywhere enterprise. The platform ties in with your network, WiFi, hybrid-cloud, and SaaS & application performance monitoring so your teams stay in control.

"When 10 or 15 people call the help desk experiencing poor audio performance with their softphones, we had to scramble. We didn't know if it was a platform issue, a SIP networking problem, or maybe just a network component in the path. Now we have the actual performance data that allows us to significantly reduce those efforts."

IT Solutions Architect, Fortune 100 Insurer

End-to-End Digital Experience Monitoring

Simplify the demands of the work–from–anywhere enterprise

- Integrate your network, application, and user experience in one dashboard
- Capture granular performance metrics in real–time
- Quickly plug-and-play to monitor from anywhere
- Remote worker agents support employees on Windows, Mac, & IGEL systems

Performance data can be integrated and templated in the platform. Leading CCaaS and UCaaS applications like Teams, Genesys, Zoom, RingCentral, 8x8, and custom internal applications or services like VOIP or VPNs can be easily added and tracked with NetBeez. Set up custom tests to proactively monitor all of your required metrics in one place
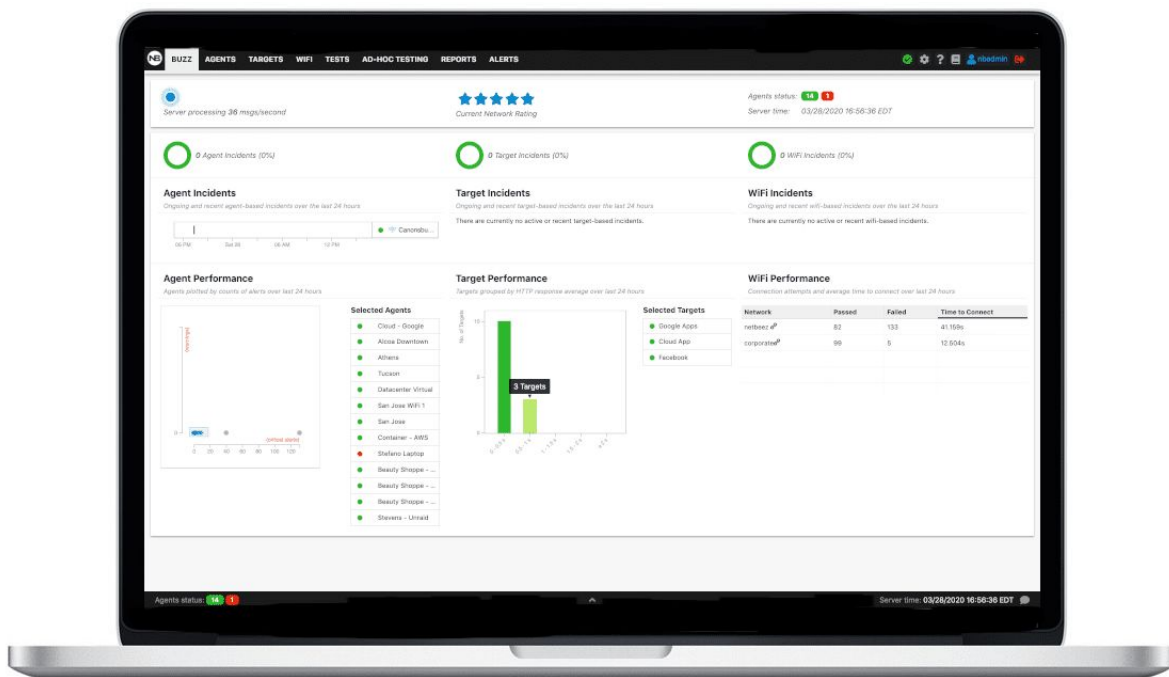
Simple dashboard to empower teams

Comprehensive network health and performance at-a-glance

- IT teams can see issues, get detailed insights for resolution, and understand trends
- Managers can see remote employee status via remote worker agents
- Helpdesk agents can quickly resolve issues or deflect to users

It includes a configurable dashboard and custom alerting to quickly troubleshoot and fix network, ISP, Wi-Fi, application, or other issues for remote employees. Give help desk agents and managers individual remote employee views to understand specific performance issues and avoid engineering escalations or additional resourcing.
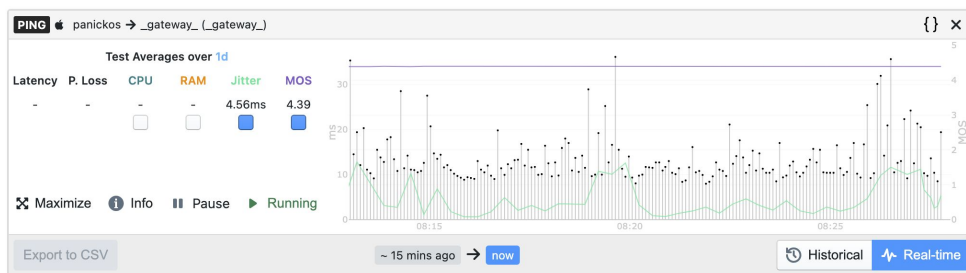
Network latency, packet loss, MOS, jitter, download and upload speed, …

Wi-Fi signal strength, noise, SSID scan, AP connection events, …

"Netbeez has managed to monitor our network in real time with performance issues being discovered before users are affected. Its ability to quickly discover issues and enables effective and efficient fixing of network issues by our engineers."

IT Manager, Manufacturing organization

Integrate seamlessly into your stack

Flexible deployment options, integrations, and an API to fit your needs

- Deploy the server on-premises as a virtual appliance or in the cloud as an instance
- Extensive agent, operating system,and native monitoring integrations support
- Setup custom alerts and send to Slack, Teams, ServiceNow, PagerDuty, or Splunk
- Share digital experience monitoring data at scale with the API

NetBeez offers flexible deployment options no matter the scale or complexity of your enterprise. Simplify workflows with your team's existing toolset using our suite of integrations and API. Self-service configuration and management is easy with our clear, extensive documentation and help guides, all continuously reviewed for accuracy. But if you do need help our teams include network engineering experts who have worked on hundreds of deployments large and small.

ON PREMISES

Wired Sensor   Wi-Fi Sensor   Virtual Machine

CLOUD

Linux   Container   Instance

INTEGRATED

ENDPOINTS

Windows   macOS

Conclusion

See if NetBeez DEM is right for your organization by <u>requesting a demo</u> or <u>trying it for free</u>.