Nextiva Cloud Communications Packages

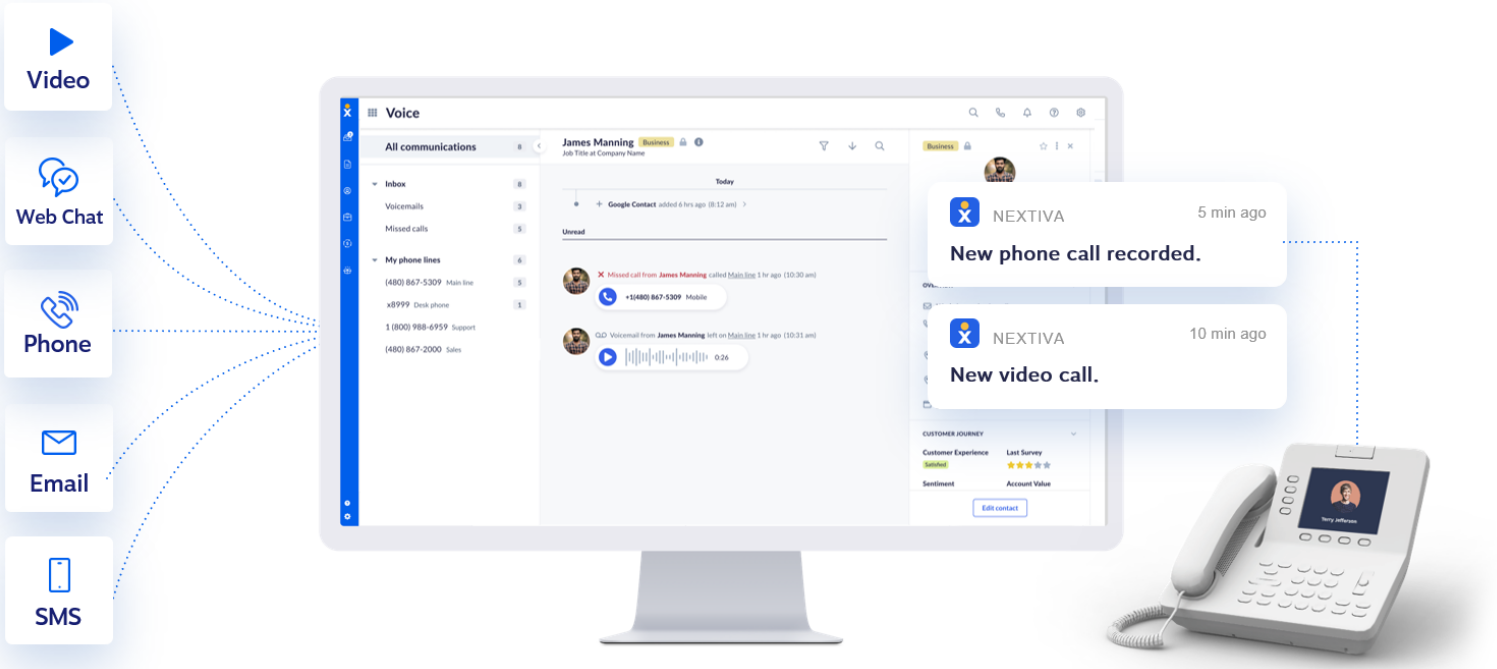
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01

We're Nextiva.



What we do.

Nextiva is a platform that brings communications together with business applications, intelligence, and automation.

We help businesses communicate and build deeper connections with customers.

Why we do it.

The world is changing rapidly, and businesses need to think about communications diffrerently.

Customer expectations are rising. They want to communicate on their terms — whenever and however they prefer — and they expect companies to know and remember them.

But with multiple applications to communicate and customer information siloed in different places, most businesses cannot deliver the seamless experience that customers expect.

We connect more than **100,000 customers** with over **1 billion conversations** a year on the most reliable network in the industry.

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How to get it.

Choose from four packages, depending on the level of service you need.

1. Essential

Our modern communication tools include reliable and secure voice, collaboration, and fax. Mobility features help you and your team collaborate from anywhere. Get setup and running in seconds with easy-to-use configuration tools.

2. Professional

Stop juggling separate apps and collaborate with anyone, anywhere while managing team and customer conversations in one place. The Professional package has all the features you will find in Essential, plus use the easiest way to video conference, message with your team, and screen-share for any team size with video collaboration. Connect your favorite tools with Nextiva through our integrations.

3. Enterprise

This enterprise-grade communication suite is enhanced with advanced analytics and reporting. Collaborate more effectively with voice and video call recording. Craft the perfect sales pipeline by visually managing and tracking your entire sales process and customer conversations in one workspace. Provide simpler, faster, and more effective service with our service productivity tools. Integrate with the tools you love like Salesforce, O365, GSuite, and many others.

4. Ultimate

Get all the communication and collaboration features of the Enterprise package, plus a wealth of tools to help manage your customer conversations in one place. Build stronger connections with your customers by automating personalized messages at the right time, and know which customers need quick attention with our Customer Experience Score. Get an idea of how you can serve your customers better with our survey tool.

Get started at nextiva.com/pricing

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Frost Radar

360 REVIEWS USNews A WORLD REPORT

2020
Best Business Phone Service - U.S. News & World Report

Aragon Research

2020
Aragon Globe

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Key features

	Essential	Professional	Enterprise	Ultimate
Communications				
Voice	✓	✓	✓	✓
Video	✓	✓	✓	✓
Conferencing (audio and video)		✓	✓	✓
SMS (text messaging)		✓	✓	✓
Screen-sharing		✓	✓	✓
Team collaboration (video, messaging, and collaboration)		✓	✓	✓
Fax	✓	✓	✓	✓
Mobility				
Desk phone portability	✓	✓	✓	✓
Mobile and desktop app		✓	✓	✓
Key features				
Call Pop		✓	✓	✓
Voicemail to email notification		✓	✓	✓
Voicemail to SMS notification		✓	✓	✓
Standard integrations	✓	✓	✓	✓
Advanced integrations		✓	✓	✓
Enterprise integrations			✓	✓
Voice Analytics			✓	✓
Video and call recording			✓	✓
Sales productivity tools			✓	✓
Service productivity tools			✓	✓
Single sign-on (SSO)			✓	✓
Surveys				✓
Customer journey				✓
Customer Experience Score				✓
Customer sentiment				✓

Descriptions

Voice	Manage all your calls with a seamless experience.
Video	Connect face-to-face virtually, using HD video calls.
Conferencing (audio and video)	Instantly connect and collaborate in meetings with up to 250 participants.
SMS (text messaging)	Send and receive SMS messages with your business phone number.
Screen-sharing	Share your screen with team members and customers.
Team collaboration	Chat, share files, schedule meetings, create and assign tasks, and make audio or video calls, all in one, virtual space.
Fax	Manage incoming and outgoing fax needs from any place, at any time.
Desk phone portability	Use your office phone at work, home, or any location.
Mobile and desktop app	Use all your communication features, including voice and video calls, conferences, and chat, on any mobile device.
Call Pop	Know who's calling and important account information about them before you answer the phone.
Voicemail to email notification	Get voicemails sent directly to your email inbox.
Voicemail to SMS notification	Get an instant SMS text message notifying you that you've received a voicemail.
Standard integrations	Integrate Nextiva with Microsoft Outlook, Google Contacts, and Lotus Notes.
Advanced integrations	Integrate with popular CRM and customer-facing apps, including Salesforce Sales Cloud, Zendesk Enterprise, and Hubspot.
Enterprise integrations	Integrate with popular customer engagement and internal workflow apps, including Salesforce Service Cloud and ServiceNow.

Descriptions

Voice Analytics	Identify and analyze call trends using historical and real-time data.
Video and call recording	Record audio, video, and screen-share sessions.
Sales productivity tools	See your sales leads and opportunities in a single view, no matter the lead source.
Service productivity tools	Manage your customer's entire support experience and all communications in a single platform.
Single sign-on (SSO)	Sign in once across Nextiva apps on different devices, with support for third-party identity providers such as Okta and Azure Active Directory.
Surveys	Get real-time feedback from your customers.
Customer journey	Quickly see how each customer feels about your company over time with their Customer Experience Score mapped in an easy-to-read graph.
Customer Experience Score	Evaluate the impact of a single transaction on your overall relationship with each customer.
Customer sentiment	NextOS reviews and scans interactions and calculates customer sentiment with built-in intelligence, so you have insight into how a customer is feeling about your company at any point in time.

Learn more at channel.nextiva.com