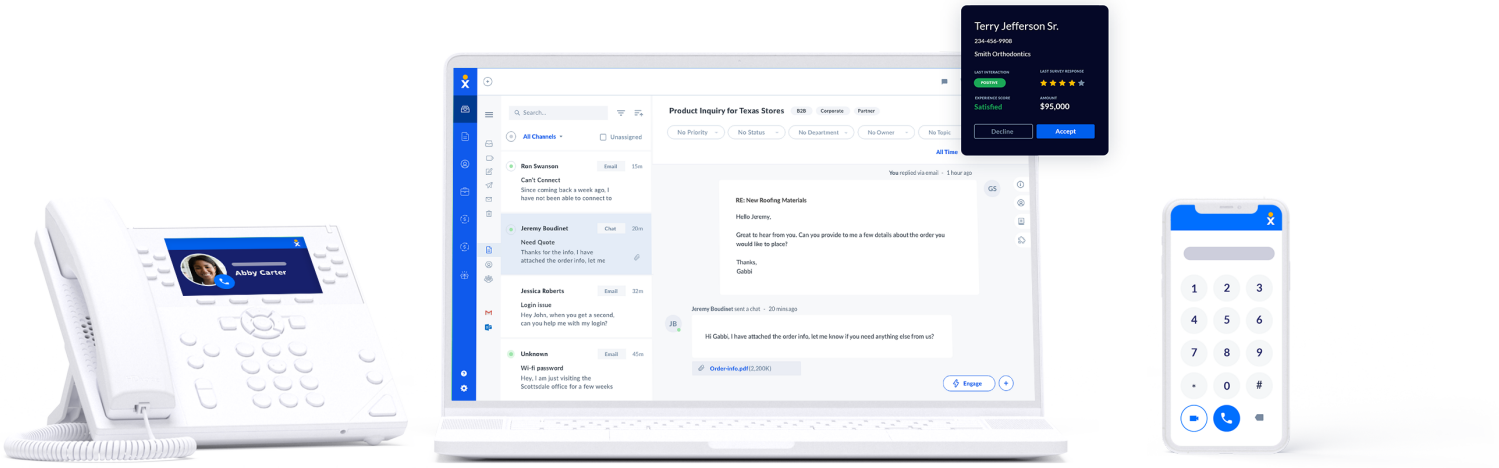
Help more callers in less time, with fewer agents.

Nextiva Call Center makes it easy to manage high volumes of calls while providing a stellar customer experience.



Operate more efficiently.

Flexible staffing structure

Manage multiple locations and remote agents in a single workspace.

Cloud scale

Rapidly scale up or down to handle fluctuating call volume without managing your infrastructure.

Business continuity

Re-route calls to alternate locations when there are unexpected changes.

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All the features you need to focus on your customers.

Agent status display

See everyone's availability status so you can initiate warm transfers.

Call queues

Hold callers in a queue, so you never miss a call even when all agents are busy.

Call recording

Listen to call recordings to ensure quality and identify training opportunities.

Interactive voice response (IVR)

Use virtual agents to automate interactions between your company and your callers.

Business integration

Integrate Nextiva Call Center with Salesforce, Zendesk, Microsoft Dynamics 365, and many other platforms.

Reporting and analytics

Run scheduled reports from the supervisor dashboard, and use analytics to identify and analyze call trends.

Automatic call distribution

Route incoming calls to agents according to the routing policy you choose, such as skills-based and queue-based.

Q-for-Me

Give the caller an option to get a call back, and talk to a representative without waiting on hold.

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