

Nextiva Contact Center

Boost revenue, drive efficiency, and provide a seamless customer experience with Nextiva Contact Center. Meet your customers where they are with digital-first, frictionless omnichannel journeys. Reduce cost per contact through AI and automation, grow revenue with proactive outbound sales campaigns, and engage and develop teams to deliver exceptional CX with workforce engagement management.

How we're different

Contact center expertise

Developed by contact center pioneers, our deep discovery paired with domain expertise ensures you deploy a world-class integrated, automated customer experience.

Industry-leading uptime

Exceptional reliability with triple redundant, zone-based failover and no downtime for maintenance powers unparalleled business continuity.

Favorite features

Conversational AI transcription + summarization

Fueled by AI, live transcription instantly populates agent-compliance scorecards and post-call summaries, shaving 30-60 seconds off after-call work.

Live coaching for all channels

Supervisors coach agents in real time by listening to voice calls and viewing text-based interactions.

Magic combo— Flexible architecture + deep automation

Leading API and microservice architecture ensures longevity and adaptability to rapidly evolving market demands, while AI and automations deliver a faster and more frictionless customer experience.

Total customer experience management

Nextiva offers a comprehensive unified customer experience management platform serving as a singular point of truth for all customer interactions with an intuitive, easy-to-use, “single pane of glass” workspace providing streamlined workflows and rich customer context.

Drag-and-drop workflow builder

Visualize workflows and rapidly customize and deploy your customer journey using a cutting-edge, drag-and-drop builder.

Secure Payment Agent Assist

Built right in, an AI bot ensures agents neither see nor hear credit card information.

"Nextiva's transcription feature, workflow customization, and call routing capabilities have been invaluable. The platform's simplicity and adaptability allow us to implement unique solutions tailored to our needs, driving efficiency and flexibility."

— Gabriel Miranda, Chief Information Officer, NEBA

Enterprise Package Features

Get the world's best unified customer experience management platform with flexible enterprise pricing.

Included Features	Essential	Professional	Premium
One channel (Voice or Digital) Choose which conversation channel you'd like to manage. Choices include voice, email, chat, social media, or SMS.	✓	✓	✓
Blended inbound/outbound calling Empower agents to connect via both inbound and outbound voice calling.	✓	✓	✓
Quarterback, progressive, predictive dialing Improve engagement using progressive dialing by allowing agents to review the contact's info before placing a call. Opt for predictive dialing to empower automatic, bulk dialing on behalf of agents. For predictive dialing, use "quarterback" mode to facilitate manual selection and routing of numbers to best-fit agents.	✓	✓	✓
List and campaign management Plan, execute, monitor, and optimize specific sales or service campaigns incorporating outbound and inbound strategies.	✓	✓	✓
Process automation Intelligently automate workflows with little or no coding. Connect your favorite tools to create intelligent, cross-system processes.	✓	✓	✓
Dynamic scripting Create consistency by guiding agents through interactions using prompts and flexible scripts that populate based on the conversation.	✓	✓	✓
Dial by name auto attendant Without talking to a receptionist, callers can simply dial a known party by entering the first few letters of a name into the dialpad.	✓	✓	✓
Voice & digital customer surveys Solicit feedback or qualify leads by sending questions via SMS, email, etc.	✓	✓	✓
Proactive outbound notifications Anticipate customer needs by proactively sending order updates, service alerts, appointment reminders, etc.	✓	✓	✓
Real time dashboards and reporting Monitor metrics in real time using customizable dashboards for agents and supervisors.	✓	✓	✓

Included Features	Essential	Professional	Premium
Voicemail drop & ACD voicemail During peak call times and after hours, prompt incoming callers to leave a voicemail and receive a call back. Execute an outbound call campaign and leave pre-recorded messages when the call goes unanswered.	✓	✓	✓
Company directory w/ queue, agent, topic chat Solve problems quicker by connecting agents and supervisors using internal team chat and calling.	✓	✓	✓
Simple bots Allow customers to self-serve using automated webchat or SMS bots and transfer to a live agent as needed.	✓	✓	✓
Full API access Connect your data by integrating Nextiva with your favorite tools using REST API.	✓	✓	✓
Full workflow engine Design automated process workflows using an intuitive drag-and-drop interface.	✓	✓	✓
Intelligent and skills-based routing Improve first-call resolution by routing callers to best-fit agents equipped to handle interactions specific to area of expertise, language, demographic, etc.	✓	✓	✓
QM voice recording Keep an encrypted record of voice or text-based conversations, such as email, SMS, or chat.	✓	✓	✓
Unified history Unified history captures all encounters even when the customer communicates on multiple channels or changes channels during an interaction.	✓	✓	✓
Contact management Keep track of customer details and history by integrating your favorite CRM or using Nextiva's native "mini-CRM".	✓	✓	✓
Web and ACD callback Offer customers waiting in a voice or live webchat queue the option to get out of line and receive a call when an agent is available.	✓	✓	✓
Omnichannel (voice, SMS, chat, email, social, messaging, webform) Offer and connect all conversation channels, ensuring customer communication preferences are met and context is shared across channels.	–	✓	✓
Single screen recording Enhance training and coaching by capturing and recording an agent's screen.	–	✓	✓

Included Features	Essential	Professional	Premium
Advanced bots Maximize customer self-serve capabilities using advanced bots capable of complex rules and pulling data from integrated systems.	–	✓	✓
Geographic disaster recovery Geo-redundant disaster recovery ensures your contact center is up and running despite regional outages or disasters.	–	✓	✓
Secure payment agent assist (PCI) Provide customers payment privacy protection by ensuring agents can neither see nor hear credit card details.	–	✓	✓
Remote telephony edge server connect Localize voice servers to optimize communication and location-based compliance.	–	✓	✓
Digital supervision & agent screen share Connect agents to supervisors in real time with agent hand raising, screen share, supervisor coaching, etc.	–	✓	✓
Workforce management Simplify and optimize scheduling efforts to match workload and business hours, time of day/year, and more.	–	–	✓
Advanced CX analytics (real BI tooling) Generate advanced insight on existing data by creating and visualizing customized data drill downs.	–	–	✓
Multi-screen recording Enhance training by capturing and recording agent activity from multiple screens.	–	–	✓
AI Transcription Automatically capture the content of voice conversations in real time.	Usage-based	Usage-based	Usage-based
Optimized workflows for interaction deflection Create amazing experiences by configuring AI and automation to perform a workflow, then easily duplicating and iterating that workflow for continuous improvement.	–	–	✓

About Nextiva

Nextiva powers over a million users and billions of interactions annually with its customer experience platform. From one AI-powered customer experience hub, Nextiva Unified-CXM transforms how businesses engage with their customers with orchestrated customer journeys that help businesses acquire, retain, and grow customers. The company's commitment to Amazing Service® and a customer-focused approach has been the cornerstone of its success. Established in 2008 and headquartered in Scottsdale, Arizona, Nextiva secured \$200M from Goldman Sachs Asset Management in its inaugural funding round, valuing the company at \$2.7B. Discover more at www.nextiva.com.

This feature comparison is for information purposes only and subject to change.