

# Nextiva for Small Business

Customer Experience solutions to start fast and scale as your business grows.

Digital	Core	Engage	Power Suite
<b>\$20</b> /user/mo	<b>\$30</b> /user/mo	<b>\$40</b> /user/mo	<b>\$60</b> /user/mo
<p><b>For startups</b></p> <p>Omnichannel digital customer service to connect and engage with customers on the channels they prefer and track social engagement and customer reviews.</p> <p><b>Digital features:</b></p> <ul style="list-style-type: none"> <li>✓ Messaging apps</li> <li>✓ Social media channels</li> <li>✓ Review Management</li> <li>✓ Competitive monitoring</li> <li>✓ Digital Service Helpdesk</li> </ul>	<p><b>For small teams</b></p> <p>Engage with customers on voice, video, and SMS. Never miss a call with AI-powered voicemail transcription. Empower all workers, with desktop, mobile, and browser-based apps for customer communication, collaboration, and contact management.</p> <p><b>Everything in Digital, plus:</b></p> <ul style="list-style-type: none"> <li>✓ Inbound &amp; Outbound Voice</li> <li>✓ Business SMS</li> <li>✓ Video meetings</li> <li>✓ Screenshot &amp; file share</li> <li>✓ Call routing</li> </ul>	<p><b>For growing teams</b></p> <p>Create amazing customer experiences across all channels including chatbot and an inbound call center. Add Nextiva voice service to your MS Teams and gather insights via advanced reporting.</p> <p><b>Everything in Core, plus:</b></p> <ul style="list-style-type: none"> <li>✓ Call center and queuing*</li> <li>✓ Toll Free number and minutes</li> <li>✓ Advanced reporting</li> <li>✓ MS Teams integration</li> <li>✓ Web chat: Live &amp; bot</li> </ul>	<p><b>For sales &amp; service teams</b></p> <p>Everything a small business needs to run a successful sales &amp; service organization and to operate like a Fortune 500 company — including transcription &amp; summarization, advanced IVR, and intelligent routing.</p> <p><b>Everything in Engage, plus:</b></p> <ul style="list-style-type: none"> <li>✓ Advanced IVR*</li> <li>✓ Intelligent skills routing*</li> <li>✓ Unified team interface</li> <li>✓ Supervisor dashboard</li> <li>✓ Transcribe &amp; summarize*</li> </ul>

**Support - All packages include:**

- ✓ 24/7 Email support
- ✓ 24/7 Chat support
- ✓ 24/7 Phone support
- ✓ Real-time system status alerts
- ✓ Multi-site support

**"My experience with Nextiva has been exceptional. The platform's user-friendly interface, coupled with its robust features, has significantly enhanced our communication and collaboration. Their customer support team is responsive and knowledgeable, addressing any queries or concerns promptly."**

— A Healthcare customer review on [Gartner Peer Insights](#)

# Small Business Package Features

Deliver amazing experiences with the #1 platform for unified customer experience management across all customer interaction channels.

CX Channels	Digital	Core	Engage	Power Suite
<b>Inbound and outbound Voice</b> Connect with customers and your team using award-winning, reliable <a href="#">voice conversations</a> within the U.S. and CA*. Get a new number or bring over your existing number for free.	–	✓	✓	✓
<b>Live Chat</b> Uplevel service and convert searchers into buyers by interacting with website visitors in real-time using live chat. Use automated prompts to collect helpful info upfront then switch to a live-agent experience.	Add on**	Add on**	✓	✓
<b>Chatbot</b> Offer 24/7 support and efficiently manage responses to FAQs with web chatbot automation.	Add on**	Add on**	✓	✓
<b>SMS (per user per month)</b> Send and receive <a href="#">SMS text messages</a> from your business phone number using the desktop and mobile app.	–	100	250	Unlimited
<b>Messaging applications</b> Support and sell using social <a href="#">messaging platforms</a> including Facebook, Instagram, WhatsApp, and more. All messages route to a single inbox so you won't miss a thing.	✓	✓	✓	✓
<b>Email</b> Ensure timely, relevant responses to emails by routing incoming emails to a single, group inbox. Assign and prioritize work with automatic ticketing.	✓	✓	✓	✓
<b>Social and review management</b> Grow and protect your brand on key review sites and social platforms including Facebook, Instagram, X (Formerly Twitter), TikTok, LinkedIn, YouTube, and your Google Business profile.	2 accounts	3 accounts	10 accounts	30 accounts
<b>Digital Fax</b> Send faxes using the Nextiva vFAX Portal, using an email address of your choosing, or send faxes via a traditional fax machine and the purchase of the Nextiva Fax Bridge device.	–	Add on	✓	✓

Customer Experience	Digital	Core	Engage	Power Suite
<b>Toll-free number</b> Give your business a professional edge by offering a universal, non-local, toll-free number.	–	Add on	✓	✓
<b>Toll-free minutes</b>	–	–	2,000	10,000
<b>Group email mailbox</b>	2 accounts	3 accounts	10 accounts	Unlimited
<b>Customer to team SMS messaging</b> Efficiently manage sales and service requests by routing incoming texts to a designated team using <a href="#">Message Pro</a> .	–	Add on	✓	✓
<b>Customer video &amp; screenshare</b> Collaborate face-to-face with <a href="#">video meetings</a> . Share your screen, engage in sidebar chats, and record for future reference.	–	✓	✓	✓

AI and Workflow Automation	Digital	Core	Engage	Power Suite
<b>Smart call routing (Simple IVR)</b> Ensure all calls are professionally answered and properly routed using a virtual receptionist recording that directs callers to, for instance, “press one for Sales and two for Service.”	–	✓	✓	✓
<b>Advanced IVR</b> Advanced IVR enables customer engagement inside your IVR to quickly and efficiently route customers to the right place, the first time. Enable CRM/CDP integrations to offer high-touch customer experiences.	–	–	–	Usage charges may apply
<b>Intelligent and skills-based routing</b> Route callers to best-fit agents based on demographic, language, affinity, hard skills, etc.	–	–	–	Add on
<b>Transcription and summarization</b> Increase productivity when AI takes call notes for you in real time and creates an automatic summary of the conversation.	–	–	–	Add on
<b>Voicemail with AI transcription</b> Listen to your voicemails or read transcriptions within the Nextiva app on your desktop or mobile. Opt to receive transcriptions to your email as well.	–	✓	✓	✓
<b>Inbound sales and service call center</b> Manage high-volume inbound calls, use voice prompts and AI to route calls to best-fit agents. Queue calls and surface caller history for quick resolution.	–	–	✓	✓

User Access	Digital	Core	Engage	Power Suite
<b>Unified digital user Inbox</b> Sell more and support efficiently by routing all conversations to a single inbox. Channels include email, webchat, messengers, SMS, social media and review sites.	✓	✓	✓	✓
<b>Desktop app for voice, SMS, video</b> Call, text, team chat, video meet, and manage contacts from the <a href="#">Nextiva App</a> on your desktop computer. Calls, texts, and contacts sync across desktop and mobile.	–	✓	✓	✓
<b>Mobile app for voice, SMS</b> Call, text, team chat, and manage contacts from the <a href="#">Nextiva App</a> on your personal mobile phone. Calls, texts, and contacts sync across desktop and mobile.	–	✓	✓	✓
<b>Agent voice and digital platform (Web-based)</b> Get access to dual systems to manage both the voice and digital customer experience.	–	–	–	✓

Service and Support	Digital	Core	Engage	Power Suite
<b>24/7 World class support</b> Enjoy assistance from our team day and night via phone, webchat, and email.	✓	✓	✓	✓
<b>Professional implementations (Additional fee)</b> Our Service Delivery team works with you through discovery, deployment, training, and adoption.	✓	✓	✓	✓

Security & Reliability	Digital	Core	Engage	Power Suite
Geo redundancy	✓	✓	✓	✓
SOC 2 compliance	✓	✓	✓	✓
ISO/IEC 27001	✓	✓	✓	✓
GDPR certified	–	✓	✓	✓
PCI DSS	–	✓	✓	✓
HITRUST certified	–	–	✓	✓

Productivity	Digital	Core	Engage	Power Suite
<b>Unlimited business voice &amp; video</b> Call and video meet without usage limitations for number of minutes or meeting duration.	–	✓	✓	✓
<b>Unlimited audio conferencing and video meetings</b> Collaborate with a group using voice or video meeting capabilities.	–	✓	✓	✓
<b>Voice call recording</b> Save your crucial conversations by selecting “record” during a voice call.	–	Add on	✓	✓
<b>Video meeting recording</b> Save your crucial conversations by selecting “record” during a video meeting	–	–	✓	✓
<b>Team chat</b> Real-time <a href="#">message your team</a> in dedicated group chat rooms.	–	✓	✓	✓
<b>Contact management</b> Keep track of customer names, numbers, emails, and key notes in a built-in contact management system.	–	✓	✓	✓
<b>Dashboards</b> Make more informed decisions by monitoring critical call metrics in a single location.	1 dashboard	2 dashboard	✓	✓
<b>Reporting</b> Move your business forward with insight gained from data found within your advanced IVR and queueing metrics.	2 reports	3 reports	10 reports	Unlimited
<b>Voice analytics</b> Make informed decisions by identifying and analyzing call trends using historical and real-time data with <a href="#">voice analytics</a> . Spark positive competition with wallboards and gamification, gauge training efforts with scorecards, and send regular reporting to key stakeholders.	–	Add on	✓	✓

Integrations	Digital	Core	Engage	Power Suite
<b>Outlook &amp; Google contacts</b> Get access to your calendar and contacts within the Nextiva app by integrating your Microsoft 365 and Google accounts.	–	✓	✓	✓
<b>SSO *</b> Integrate with existing Single Sign On software, such as Okta.	–	✓	✓	✓

Integrations	Digital	Core	Engage	Power Suite
<b>AD Sync *</b>	–	✓	✓	✓
<b>Microsoft Teams</b> Ensure a premium voice calling experience by integrating Nextiva's reliable and clear voice solution into your <a href="#">Microsoft Teams workflow</a> .	–	Add on	✓	✓
<b>Integrations (Salesforce, HubSpot, Zendesk) *</b> Sync your key data, systems, and workflows by connecting Nextiva to <a href="#">your existing software tools</a> .	–	Add on	Add on	Add on
<b>API Integrations *</b>	–	–	–	Add on
<b>Social media (Facebook, Instagram, TikTok)</b> <a href="#">Monitor, respond, listen, and publish</a> on the most meaningful social platforms including: Facebook, Instagram, X (Formerly Twitter), TikTok, LinkedIn, YouTube, and your Google Business profile.	2 accounts	3 accounts	10 accounts	Unlimited
<b>Ecommerce reviews (Google Store, Amazon)</b> Stay on top of your ecommerce reviews by automatically routing and responding from a single inbox.	2 accounts	3 accounts	10 accounts	Unlimited
<b>App store reviews (Apple App Store, Google Play Store)</b> Maintain control of your brand by routing and responding to app store reviews from a single place.	2 accounts	3 accounts	10 accounts	Unlimited
<b>Online Reviews (Google Reviews, Yelp, TripAdvisor)</b>	2 accounts	3 accounts	10 accounts	Unlimited

\* Additional set-up, implementation, and usage fees may apply to these features.

\*\* Live Chat & Chatbot are paid features that require a qualifying plan or add on for use and are subject to Nextiva's [Terms and Conditions](#). By enabling these features, you understand and agree that if you do not have a qualifying plan, you will incur additional charges and/or fees.

## 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](http://www.nextiva.com).

This feature comparison is for information purposes only and subject to change. Prices shown are based on an annual commitment. Usage-based pricing may apply.