Nextiva
for Small Business

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

Digital	Core	Engage	Power Suite
$20 /user/mo	**$30** /user/mo	**$40** /user/mo	**$60** /user/mo

Digital

For startups

Omnichannel digital customer service to connect and engage with customers on the channels they prefer and track social engagement and customer reviews.

Digital features:

- Messaging apps
- Social media channels
- Review Management
- Competitive monitoring
- Digital Service Helpdesk

Core

For small teams

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.

Everything in Digital, plus:

- Inbound & Outbound Voice
- Business SMS
- Video meetings
- Screenshare & file share
- Call routing

Engage

For growing teams

Deliver exceptional omnichannel customer experiences across channels, such as live chat, chatbots, and team messaging. Integrate Nextiva voice into MS Teams and gain insights with advanced reporting.

Everything in Core, plus:

- Customer to team SMS
- Toll-Free number and minutes
- Advanced reporting
- MS Teams integration
- Web chat: Live & bot

Power Suite

For sales & service teams

Everything a small business needs to run a successful sales & service organization and to operate like a Fortune 500 company — including transcription & summarization, advanced IVR, and intelligent routing.

Everything in Engage, plus:

- Inbound sales & service call center
- Priority & skills-based routing
- Unified team interface
- Supervisor dashboard*
- ACD callback*

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
Inbound and outbound Voice Connect with customers and your team using award-winning, reliable voice conversations within the U.S. and CA*. Get a new number or bring over your existing number for free.	–	✓	✓	✓
Live Chat 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**	✓	✓
Chatbot Offer 24/7 support and efficiently manage responses to FAQs with web chatbot automation.	Add on**	Add on**	✓	✓
SMS (per user per month) Send and receive SMS text messages from your business phone number using the desktop and mobile app.	–	100	250	Unlimited
Messaging applications Support and sell using social messaging platforms including Facebook, Instagram, WhatsApp, and more. All messages route to a single inbox so you won't miss a thing.	✓	✓	✓	✓
Email Ensure timely, relevant responses to emails by routing incoming emails to a single, group inbox. Assign and prioritize work with automatic ticketing.	✓	✓	✓	✓
Social and review management 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
Digital Fax 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
Toll-free number Give your business a professional edge by offering a universal, non-local, toll-free number.	–	Add on	✓	✓
Toll-free minutes	–	–	2,000	10,000
Group email mailbox	2 accounts	3 accounts	10 accounts	Unlimited
Customer to team SMS messaging Efficiently manage sales and service requests by routing incoming texts to a designated team using Message Pro.	–	Add on	✓	✓
Customer video & screenshare Collaborate face-to-face with video meetings. Share your screen, engage in sidebar chats, and record for future reference.	–	✓	✓	✓

AI and Workflow Automation	Digital	Core	Engage	Power Suite
Smart call routing (Simple IVR) 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."	–	✓	✓	✓
Priority and skills-based routing Route callers to best-fit agents based on demographic, language, affinity, hard skills, etc.	–	–	–	✓
Voicemail with AI transcription 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.	–	✓	✓	✓
Inbound sales and service call center Manage high-volume inbound calls, use voice prompts to route calls to best-fit agents. Queue calls and surface caller history for quick resolution.	–	–	–	✓

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

Service and Support	Digital	Core	Engage	Power Suite
24/7 World class support Enjoy assistance from our team day and night via phone, webchat, and email.	✓	✓	✓	✓
Professional implementations (Additional fee) 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	✓	✓	✓	✓
		✓	✓	✓
		✓	✓	✓
			✓	✓

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Productivity	Digital	Core	Engage	Power Suite
Unlimited business voice & video Call and video meet without usage limitations for number of minutes or meeting duration.	–	✓	✓	✓
Unlimited audio conferencing and video meetings Collaborate with a group using voice or video meeting capabilities.	–	✓	✓	✓
Voice call recording Save your crucial conversations by selecting "record" during a voice call.	–	Add on	✓	✓
Video meeting recording Save your crucial conversations by selecting "record" during a video meeting	–	–	✓	✓
Team chat Real-time message your team in dedicated group chat rooms.	–	✓	✓	✓
Contact management Keep track of customer names, numbers, emails, and key notes in a built-in contact management system.	–	✓	✓	✓
Dashboards Make more informed decisions by monitoring critical call metrics in a single location.	1 dashboard	2 dashboard	✓	✓
Reporting Move your business forward with insight gained from data found within your advanced IVR and queueing metrics.	✓	✓	✓	✓
Voice analytics Make informed decisions by identifying and analyzing call trends using historical and real-time data with voice analytics. 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
Outlook & Google contacts Get access to your calendar and contacts within the Nextiva app by integrating your Microsoft 365 and Google accounts.	–	✓	✓	✓
SSO * Integrate with existing Single Sign On software, such as Okta.	–	✓	✓	✓

Integrations	Digital	Core	Engage	Power Suite
Active Directory Sync	–	✓	✓	✓
Microsoft Teams Ensure a premium voice calling experience by integrating Nextiva's reliable and clear voice solution into your Microsoft Teams workflow.	–	Add on	✓	✓
Integrations (Salesforce, HubSpot, Zendesk) * Sync your key data, systems, and workflows by connecting Nextiva to your existing software tools.	–	Add on	Add on	Add on
Social media (Facebook, Instagram, TikTok) Monitor, respond, listen, and publish 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
Ecommerce reviews (Google Store, Amazon) Stay on top of your ecommerce reviews by automatically routing and responding from a single inbox.	2 accounts	3 accounts	10 accounts	Unlimited
App store reviews (Apple App Store, Google Play Store) Maintain control of your brand by routing and responding to app store reviews from a single place.	2 accounts	3 accounts	10 accounts	Unlimited
Online Reviews (Google Reviews, Yelp, TripAdvisor)	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.