Take your business phone anywhere.

Nextiva Business Phone Service

For reliable, crystal-clear business phone service, all you
need is an internet connection.

No. 1
**Business Phone Service
of 2020**
U.S. News & World Report

95/100
**Highest rated
VoIP provider**
G2.com

5/5
**Network
rating**
Downdetector.com

90%
**Willingness
to recommend**
Gartner

We offer a single, integrated platform.

Our platform brings all of your customer
and team communication channels into
one place.

When you have all your business communications in one
place, you can make better decisions, operate more
efficiently, and deliver smarter customer experiences. You
can also begin to truly know your customers, leading to more
engaging conversations. For businesses needing advanced
integrations, our platform integrates with tools you're already
using so you can track customer journeys across toolsets.

We're known for security and reliability.

Nextiva leads the industry for uptime
and reliability. In 2018, our network
processed more than one billion calls
and experienced 99.999% uptime.

We have eight points of presence across the continental
U.S., and all of our data centers are ISO/IEC 27001
audited and certified. We offer solutions that are SOC 2
and PCI compliant, and we have HIPAA-compliant voice,
video, and fax services.

We deliver Amazing Service.

Our knowledgeable, 100% in-house team provides award-winning support.
Your business needs are our top priority.

(888) 289-4742   **nextiva**   partners@nextiva.com

Essential key features

Call Pop

Call Pop enables you to not only know who is calling, but also important information about them, so you can begin each conversation one step ahead. When an incoming call arrives from a customer, Call Pop displays contact and key account information, including account value, customer experience score, last interaction sentiment, and last survey score.

Virtual fax

Send and receive secure, electronic faxes from anywhere, on any device. With virtual fax, you can easily access a history of documents and manage user views and logins. Both standard and HIPAA-compliant virtual fax are available

Professional key features

Nextiva App

Combine voice and video into a single application, so you can make and receive calls, view contacts, transfer calls, host meetings with video or screen-sharing, and collaborate with team members. Use the app on any device, in any operating system.

Voice Analytics

Easily run reports to give your business access to historical data to make informed, objective business decisions based on prior performance. Get a real-time snapshot of your business using dashboards and wallboards.

Enterprise key features

Video conferencing

Nextiva offers robust video conferencing capabilities, including the ability to schedule meetings, record meetings, and integrate with Alexa to easily start meetings. Meet with teams, clients, prospects, and partners on conference calls with as many as 250 participants.

Advanced integrations

Integrate your favorite apps to acquire, retain, and engage more customers. Popular integrations include Salesforce, Microsoft Teams, and ServiceNow.

Nextiva's Advanced Products & Features

Nextiva's HIPAA-Compliant Communication Suite

Nextiva is the first cloud communication company to offer a HIPAA-compliant suite of products. Backed by a Business Associate Agreement (BAA).

- Voice: HIPAA-compliant cloud business phone service
- Video: HIPAA-Compliant video calling and conferencing
- Fax: HIPAA-Compliant vFax

Advanced Integrations including Nextiva's Embedded Microsoft Teams Dialer

Provides the ability to make calls powered by Nextiva Voice directly from the MS Teams user interface. No need to switch applications!

- Get all the productivity from MS Teams with the reliability of Nextiva Voice.
- Ubiquitous – Works on the browser, desktop app, and mobile MS Teams app

Nextiva Unity Contact Center

An omni-channel cloud contact center at an accessible price. Enable your teams to engage customers on their chosen channel ensuring optimal customer experience.
Multiple Channels: Email, Twitter, Web Callback, Web Chat
Coming Soon: SMS & Facebook

- Blended agent experience
- Intelligent agent ACD
- Email & Callback queues
- Advanced call-routing

Nextiva Advanced IVR with Conversational AI

Enhance the customer experience and improve employee efficiency with custom call-flows, virtual agents, chat-bots, conversational AI, and intelligent automation. Use Conversational AI and Advanced Call Routing to offer open-ended prompts and automate routing intelligently

- Use virtual agents to manage repeatable tasks and free up human capital
- Collect credit card payments securely
- Support over 120 natural languages

Nextiva Sales and Service CRM

One powerful and easy to use suite to manage all real-time customer insights and interactions that help grow relationships. Pair with Nextiva's Call Pop functionality for instant screen-pops of a customer's case and call history before answering the phone.

- Customer Sentiment
- Intelligent Case Routing
- Workflow Automation
- Multichannel Support

Cospace: Team Collaboration

A simple, easy-to-use, virtual work-space for teams to communicate, collaborate, manage projects, and more!

- Call, chat, and video collaborate with team members and groups
- Organize, Share, and Manage projects and tasks
- Transfer and store files

Questions or Ready for a Demo?   Contact partners@nextiva.com