

# Nextiva Contact Center

## Empower agents to deliver unmatched customer service.

First impressions matter. When a customer contacts your business, you want to wow them with knowledgeable agents who can resolve their issues on the first call.

Nextiva Contact Center makes this possible. It's a reliable, scalable, and integrated customer engagement solution, providing a single source for all communication products, services, and support.

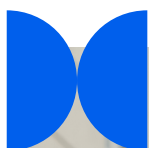
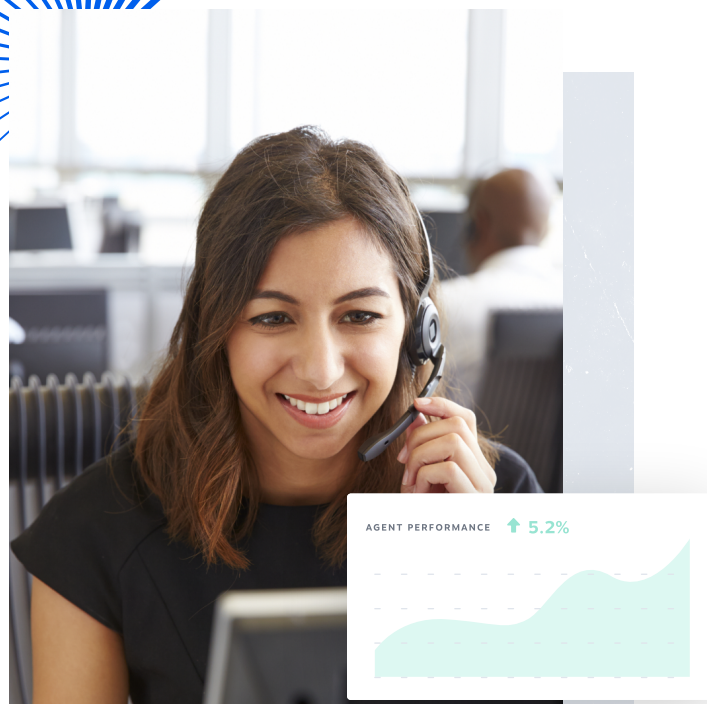
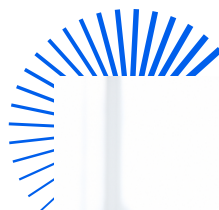
This intelligent cloud contact center, connected with Nextiva Business Phone Service, gives agents the tools they need to provide exceptional customer service.



## What it is

Nextiva Contact Center is a contact center as a service (CCaaS), that helps manage all customer interactions and improves operations with powerful workforce management and performance tools.

- ✓ Excel at customer communication — whether it's phone, email, SMS, webchat, video, or social media.
- ✓ Improve internal collaboration with seamless calls between your contact center and business units.
- ✓ Increase performance with workforce tools for coaching, staffing, and quality monitoring.



## How it's different

This is an integrated solution that brings together the cloud contact center and unified communications.

- ✓ Utilize best-in-class CCaaS and UCaaS technology.
- ✓ Save time managing multiple vendors — Nextiva is your single point of contact.
- ✓ Seamlessly integrate calls with Nextiva Business Phone Service, and cut toll charges associated with calls between both systems.
- ✓ Rely on a unified, dedicated team at the onset that makes setup and support easier on you.

# What you can do

## Communicate confidently with customers, wherever they are.

- ✓ Omnichannel routing with natural language processing (NLP) places issues with the right agents.
- ✓ Screen pops give agents relevant information to help them personalize their service.
- ✓ Robust outbound dialers help agents save time and maximize their connections with customers.

## Empower agents with easier workflows.

- ✓ A single interface puts information at an agent's fingertips, and makes it easier for them to deliver great service.
- ✓ Real-time transcriptions and call summaries are automatically added to the CRM, helping agents save time.
- ✓ Nextiva Business Phone Service integrates with the system to help agents resolve customer issues on the first call, instead of hanging up and losing the customer's attention.

## Strike the right balance with customer traffic.

- ✓ Agents move easily between inbound and outbound with blended calling.
- ✓ Customers use self-service interactive voice response (IVR) and intelligent virtual agents (IVAs) to quickly get what they need.
- ✓ You can more precisely manage staff scheduling with workforce management.

## Achieve your contact center goals.

- ✓ Powerful, real-time dashboards and wallboards provide holistic reporting.
- ✓ Aligned unified communication and contact center experts help you every step of the way.
- ✓ A designated technical account manager helps resolve issues faster and optimizes your contact center.

## Tune your contact center to fit your needs.

- ✓ Scale up or down agents and grow without time- and resource-intensive IT build outs.
- ✓ Configure your system with a rich set of APIs, SDKs, and no-code integrations.
- ✓ Automate workflows across all your business systems.

## Rest assured with reliable service.

- ✓ Geo redundancy safeguards your data across multiple data centers and ISPs.
- ✓ Industry leading VoIP reliability ensures your calls go through.
- ✓ No-touch, non-disruptive contact center updates with 99.993% average availability.

Learn more at [channel.nextiva.com/contactcenter](https://channel.nextiva.com/contactcenter)

