



## OVERVIEW

Nextiva offers a complete communication platform allowing customers to customize a solution to meet their exact needs. Nextiva offers standard hosted VoIP telephony, but on top of that can offer Call Center, Contact Center, Advanced IVR, SMS, Website Chat, CRM and more. Our customers aren't all the same, so we don't offer a "one size fits all" solution. When customers sign with Nextiva they are promptly greeted with our team of Amazing Service professionals. Everyone from Onboarding, Client Success and Support is available and willing to help serve our customers every day.



## KEY FEATURE AND DIFFERENTIATORS

Nextiva is well known for providing "Amazing Service", we answer 95% of calls within 3 rings and 85% of calls have first call resolution. We also have over 200 developers on staff working to continue to improve and develop the next generation of business communication technology. Nextiva recently launched our NextOS platform which provides customers with a single pane of glass to view all customer interactions, including Voice, Email, Chat, Surveys and CRM.



## LOCATIONS

Nextiva is headquartered in Scottsdale, Arizona.

Nextiva's headquarters is in Scottsdale, Arizona and has 8 points of presence across the United States. Our PoPs are located in Arizona (2), Seattle, Los Angeles, Dallas, New York, Chicago and Miami.

Nextiva has an office in Kyiv, Ukraine which primarily consists of our development team as well as some marketing and support staff.



## SERVICE OFFERINGS

### TELECOM

Nextiva's hosted VoIP service includes unlimited calling, music on hold, faxing, toll-free numbers, call waiting, voicemail, and call forwarding for incoming calls. Nextiva offers many advanced features with hosted VoIP, including the Nextiva App, unlimited texting, auto attendant, call queueing, automatic call forwarding, voicemail to email service, and analytics.

### CLOUD

Nextiva's services are all hosted in the cloud which means no on-premises equipment is ever needed or required.

### UCAAS

Nextiva's business communication tools all align on a single, streamlined platform; including such services such as Hosted VoIP, Instant Messaging and Presence, SMS, and Analytics.



## IDEAL CUSTOMER PROFILE

Any business that needs a reliable phone system with amazing customer service is considered a "good fit", however our sweet spot tends to be businesses that range in size from 1-250 (although we have customers with users in the 1,000's). We have customers in all industries, but find a lot of success in the Medical industry (we're HIPAA compliant) and franchises.



## CUSTOMER TESTIMONIALS

If you don't know how to do something, Nextiva Support is unbelievable. They help me immediately and solve my problems right away. I never have to make the same call twice, because they always get it right the first time. - Jeff Bratschie, Franchise Director of Operations  
<https://www.nextiva.com/why-nextiva/customer/stanley-steemer-case-study.html>

## CCAAS

Nextiva offers Contact Center as a Service which includes omni channel queuing, multiple agent skills, WFM/WFO add-ons (including speech analytics), progressive and preview dialer add-ons, unlimited call backs from queue, customizable reporting with the ability to aggregate multiple data sources, and a sophisticated business rules engine.



## QUALIFYING QUESTIONS

1. How do you currently interact with your customers?
2. What functionality does your website currently provide to your customers?
3. Do you have any outbound calling needs?
4. Do you have multiple offices or employees that work from home? Is there a desire for employees to work from home?
5. How does your company currently make money and judge overall performance?
- 5a. Do you look at leading or lagging indicators?
6. Do you have an IT staff that manages communications systems today?
7. How do you communicate internally?
8. How do you track customer interactions and overall satisfaction?
9. What functionality does your website currently provide to your customers?
10. How many systems are you currently using?



## INDUSTRY RANKINGS

Nextiva is positioned in the Customers' Choice Zone of the 2019 Gartner Peer Insights 'Voice of the Customer': Unified Communications as a Service, Worldwide report, with the highest overall rating of 4.6 out of 5. Some of their high ratings include:

- 'Willingness to recommend' (90%)

- Evaluation and contracting (4.6/5)
- Integration and deployment (4.6/5)
- Service and support (4.7/5)