



NEXTIVA CONTACT CENTER: TURNING CONVERSATIONS INTO REVENUE



As customer expectations continue to evolve, your clients need more than just another phone system — they need a complete customer experience solution. Nextiva Contact Center delivers what matters: real connections that drive real results.



Omnichannel Journey Excellence

End customer frustration by delivering seamless experiences across all touchpoints. Integrate voice, chat, SMS, email, and self-service channels into one system — no more repeating information or disconnected interactions.



Effortless Scalability

Start with what you need today and easily add capabilities as you grow, all on a platform with 99.999% uptime.



Business Growth Engine

Convert interaction data into actionable insights that improve retention, increase conversion, and drive revenue without adding headcount.

Growing Your Business with Nextiva Contact Center

Nextiva Contact Center isn't just another product to sell — it's a platform for transforming your business *and* your customers' success.

» Expand Your Market

A flexible architecture that supports businesses of all sizes

» Increase Wallet Share

Start with core features and expand as customers grow

» Drive Higher Deal Values

Generate more revenue per seat than with UCaaS alone

» FUTURE-PROOF YOUR PORTFOLIO

Stay ahead with continuous innovation in AI and automation



AI-Powered Intelligence

Let smart automation handle routine tasks while providing agents with real-time recommendations that turn every conversation into an opportunity.



Agent Empowerment

Give teams the tools they need to excel with intuitive interfaces, automated workflows, and performance analytics.

THE MARKET OPPORTUNITY

5X CCaaS generates 3-5X more per seat than UCaaS

60% Contact center customers stay with you longer

19% The CCaaS market is exploding from \$6.08B to \$24.45B by 2032

73% B2B purchasing decisions now involve millennials who prefer digital engagement

45% By 2026, nearly half the contact center market will be omnichannel-driven

Real CX Solutions For Real Business Challenges

Transform Websites Into 24/7 Lead Machines

"How many potential leads leave your website after hours? What if you could capture them 24/7?"

Nextiva's AI chatbots engage visitors, capture leads, and qualify prospects automatically—even at 3AM. Your customers convert more website traffic without adding staff while improving lead quality through intelligent qualification.

Make Small Teams Feel Like Large Enterprises

"What would it mean if customers always reached the right person immediately?"

Smart routing and IVR create the impression of size and professionalism regardless of team size. Reduce wait times, direct customers to specialists immediately, and free up staff for high-value interactions.

Supercharge Sales Productivity

"What if your team could have 4X more live conversations with prospects every day?"

TCPA-compliant outbound dialing ensures more meaningful conversations per day while maintaining regulatory compliance. Your customers get 4-6X more live connects with prospects and enhanced context from pre-sales engagement data.

Empower Remote Teams Without Losing Control

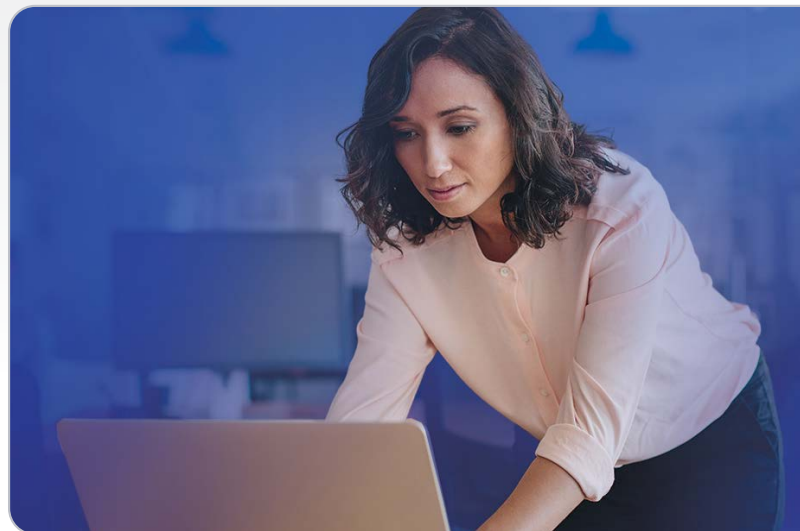
"How are you maintaining service quality with staff working from multiple locations?"

The cloud-based contact center provides complete visibility and collaboration capabilities regardless of where your customer's team works. Maintain consistent service quality, enable real-time coaching, and eliminate expensive on-premises infrastructure.

The Nextiva Difference: The Future Of CX, Today

Your customers need more than just another tech vendor — they need a CX transformation partner. That's why Nextiva doesn't just connect calls; we connect experiences, insights and opportunities across the entire customer journey.

Where others fragment, we unify. Where others complicate, we simplify. Where others automate, we humanize. And we do it all with partners who share our vision for what customer experience should be: seamless, intelligent and genuinely human.



SHAPE THE FUTURE OF CX WITH US

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One platform. For all your interactions. Awards and recognition current as of February 2025.
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