



Nextiva

AI Bot

Hey Stephanie, your appointment is confirmed on Wednesday at 1:30 PM!



Nextiva Contact Center

Orchestrate seamless conversational journeys that drive customer acquisition, retention, and growth

With Nextiva, you don't have to choose between efficiency, costs, and customer satisfaction. Our all-in-one platform unifies business communications and contact center functionality—empowering businesses to scale seamlessly while reducing costs. Nextiva streamlines operations, enhances customer acquisition and retention, and fuels growth by combining AI-driven insights with human interactions. Deliver real-time, personalized, and effortless customer engagements across all communication channels—ensuring a superior experience every time.

Improve your customer experience

Create frictionless, personalized customer experiences at scale across all customer interactions resulting in higher satisfaction and loyalty.

Orchestrate your customer journeys

Design and automate customer journeys ensuring conversation journeys are optimized for efficiency and effectiveness.

Reduce costs and complexity

simplifying your tech stack with powerful native capabilities included an unified all-in-one platform.

Improve Operational Efficiency

Leverage powerful AI and automation to streamline workflows and improve productivity by eliminating repetitive tasks. Achieve the perfect harmony of AI and human interactions.

Nextiva helps you



Increase Agent productivity

Streamline workflows, automate repetitive tasks, and empower agents with powerful tools to provide efficient and effective service and prevent burnout.



Get the insights you need

Gain actionable insights into customer interactions, agent performance, and operational trends with AI-powered analytics and real-time reporting enabling data-driven decisions.

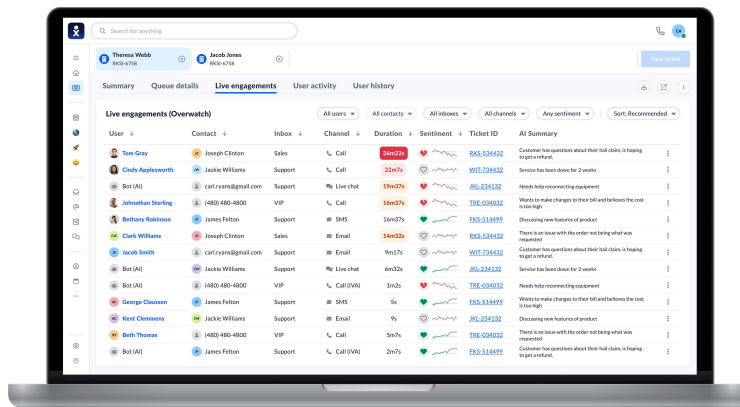


Scale your business seamlessly

Easily expand your contact center as your business grows with a future-proof platform that enables you to adapt quickly any challenge.



Nextiva Contact Center: Empowering Every Touchpoint



AI Agent and Customer Tools

Leverage native AI-powered tools for both agents and customers, such as chatbots, virtual assistants, sentiment analysis, and agent assist features. These tools help to improve the efficiency and effectiveness of customer interactions, leading to higher customer satisfaction and improved agent productivity.



Optimize staff schedules and performance

AI-powered tools give supervisors superpowers to identify patterns in agent performance and customer interactions, enabling more effective coaching, training, and real-time over-the-shoulder support.



Outbound Dialing, Campaign Management, and Voice and Digital Blending

From robust outbound dialing modes to unlimited inbound campaigns/-queues; the Nextiva platform performs. Business leaders receive deep analytics into all the interactions.



Flexibility and Customization

Tailor the platform to your unique processes with a powerful no-code workflow and automation engine. API-based architecture ensures seamless integration with third-party applications.



Unmatched Reliability

Benefit from a 99.9999% uptime and no maintenance windows, ensuring uninterrupted service delivery and minimized downtime.



Modern Architecture

Future-proof your business with the most modern contact center on the market designed from the ground up to give you the competitive edge no matter what new technology the future holds.



Nextiva is your trusted partner for real results

TATA PLAY

40% cost reduction

1M+live chat interactions with AI chatbot every month



50% cost reduction

Doubled the number of interactions supported in digital channels



33% increase in close rate

With real-time transcription and agent assist