nextiva

XBert®

Meet XBert, your digital assistant that never sleeps, takes a break, or misses a detail. From the moment customers reach out, XBert greets them, answers their questions, and makes sure nothing slips through the cracks.



The AI-employee your team deserves.

XBert doesn't replace your team: it makes them unstoppable. Acting as receptionist, sales assistant, service rep, and concierge all at once, XBert keeps conversations flowing while your people focus on building relationships and growing the business.

Hire XBert as Your New:

- Al Receptionist & Host: Greets visitors, manages common questions & requests
- Al Sales Assistant: Answers product questions, provides recommendations
- Al Customer Service: Resolves customer issues, manages escalations
- Al Concierge: Greets guests & clients, assists with reservation details

Handles multiple calls, chats, & messages concurrently

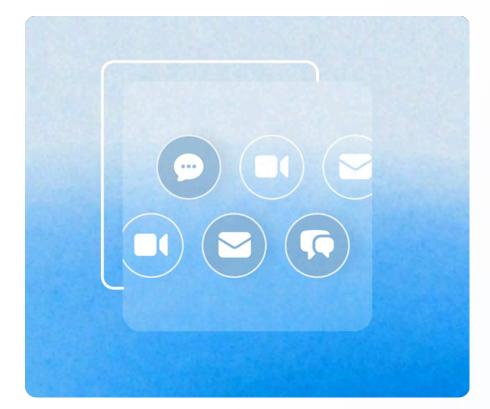
Provides night, weekend & holiday coverage

On the clock 24/7 so you never miss a lead



Your Newest Employee is Ready to Get to Work.

XBert isn't just software. It's the teammate you wish you always had. It works 24/7, handles repetitive tasks flawlessly, and frees your people to do what they do best.



Integrated AI Across Channels: XBert doesn't just take phone calls. It'll also manage your texts and web chats.

Low Cost Customizations: Make real-time adjustments to XBert's behavior without paying additional fees or hiring resources to support it.

Works with Your Existing Systems: Already have a help desk tool? Add XBert to your existing setup to optimize every interaction

What You Get With XBert:

Bookings & Scheduling

- Schedule single or recurring appointments effortlessly
- Handle corporate and group bookings smoothly
- Address and overcome customer booking objections proactively

Smart Estimates & Calculations

- Fetch menu, product or
- services prices upon request
- Provide details on specials or promotions

Outbound Notifications

- Send booking or product links to guide next steps
- Request feedback to improve the customer experience
- Share details or resources to resolve inquiries

Enhanced Customer Service

- Answer simple questions and inquiries to allow your staff to
- inquiries to allow your staff to focus on more complex issues.
 - Immediate message relay to
- management and staff
- Efficiently handle and routecustomer complaints

Insights & Automation

- **Detailed Conversation**
- Transcripts
- Session Counts & Agent Usage Stats
- ✓ Additional Secured Revenue













