

Nextiva Advanced IVR

Broaden your voice automation capabilities



Nextiva Advanced IVR offers powerful and unlimited capabilities when it comes to building a voice automation solution. With the power of Nextiva Advanced IVR, you can build multiple layers of your IVR all in one place, while including the capability of connecting to other platforms and phone numbers.

Overview

Nextiva Advanced IVR gives you the ability to build a custom interactive voice response system. The capabilities range from a basic menu to an advanced voice portal that can check information and route calls based on stored or obtained data.

Benefits

Nextiva Advanced IVR Studio

- Create a custom IVR solution in minutes
- Pre-route calls by zip code, area code, account number, and more
- Proactively identify and verify callers via PIN, SSN, DOB, biometrics, and more
- Turn any call flow into an outbound campaign or survey dialer
- Gather customer input and store for future use or reporting
- Customize templates for customer surveys, appointment setters, and more
- Capture voice recordings in the cloud¹

Nextiva Advanced IVR Q-for-Me

Q-for-Me provides callers with the option to request a call back instead of waiting in the queue. The system holds the caller's place in the queue (known as a waiter) until answered by an agent, who is then prompted to call the customer back².

- Reduce the likelihood of call abandonment
- Minimize amount of idle calls
- Customize, implement, and manage simply

Nextiva Advanced IVR Pricing

Nextiva Advanced IVR Studio

- \$225/channel³

Nextiva Advanced IVR Q-for-Me

- \$50/waiter² or \$200/5 waiters²

¹ Five minutes maximum on any recording.

² A waiter is needed for each customer who calls into queue and requests to be called back.

³ A channel or session is one simultaneous call active within the IVR.



Summary

Nextiva Advanced IVR is a powerful, cloud-based voice automation solution with endless possibilities.

