

# Nextiva's Advanced Products and Features



## Nextiva's HIPAA-Compliant Communication Suite

Nextiva is the first cloud communication company to offer a HIPAA-compliant suite of products. Backed by a Business Associate Agreement (BAA).

- Voice: HIPAA-compliant cloud business phone service
- Video: HIPAA-Compliant video calling and conferencing
- Fax: HIPAA-Compliant vFax



## Advanced Integrations including Nextiva's Embedded Microsoft Teams Dialer

Provides the ability to make calls powered by Nextiva Voice directly from the MS Teams user interface. No need to switch applications!

- Get all the productivity from MS Teams with the reliability of Nextiva Voice.
- Ubiquitous – Works on the browser, desktop app, and mobile MS Teams app



## Nextiva Unity Contact Center

An omni-channel cloud contact center at an accessible price. Enable your teams to engage customers on their chosen channel ensuring optimal customer experience.

Multiple Channels: Email, Twitter, Web Callback, Web Chat  
Coming Soon: SMS & Facebook

- Blended agent experience
- Intelligent agent ACD
- Email & Callback queues
- Advanced call-routing



## Nextiva Advanced IVR with Conversational AI

Enhance the customer experience and improve employee efficiency with custom call-flows, virtual agents, chat-bots, conversational AI, and intelligent automation. Use Conversational AI and Advanced Call Routing to offer open-ended prompts and automate routing intelligently

- Use virtual agents to manage repeatable tasks and free up human capital
- Collect credit card payments securely
- Support over 120 natural languages



## Nextiva Sales and Service CRM

One powerful and easy to use suite to manage all real-time customer insights and interactions that help grow relationships. Pair with Nextiva's Call Pop functionality for instant screen-pops of a customer's case and call history before answering the phone.

- Customer Sentiment
- Intelligent Case Routing
- Workflow Automation
- Multichannel Support



## Cospace: Team Collaboration

A simple, easy-to-use, virtual work-space for teams to communicate, collaborate, manage projects, and more!

- Call, chat, and video collaborate with team members and groups
- Organize, Share, and Manage projects and tasks
- Transfer and store files