

nextiva



NEXTIVA CALL CENTER
ADD-ONS

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Nextiva's Hosted Call Centers offer a variety of add-ons to customize your phone system based on your business needs.

Below are the add-on options that are available for hosted call centers.

Office Receptionist Pro – This web-based tool can be accessed from any web browser and provides receptionists with the ability to monitor users across their enterprise and place click-to-dial calls to contacts. The Pro feature is for up to 8 employee lines. (*\$39.95 per line, per month*)

Office Receptionist Premium– This web-based tool can be accessed from any web browser and provides receptionists with the ability to monitor users across their enterprise and place click-to-dial calls to contacts. The Premium feature is for up to 30 employee lines. (*\$49.95 per line, per month*)

Office Receptionist Enterprise – This web-based tool can be accessed from any web browser and provides receptionists with the ability to monitor users across their enterprise and place click-to-dial calls to contracts. The Enterprise feature is for unlimited employee lines. (*\$69.95 per line, per month*)

Agent Dashboard License – The agent dashboard allows agents to run reports on themselves. The five report options include: Agent Activity (*historical or real-time activity duration*), Agent Call Detail (*historical data*), Agent Call Report (*historical or real-time number of calls by call type*), Agent Duration Report and Agent Sign-In/Sign-Out Report. (*\$29.95 per line, per month*)

Supervisor Dashboard License – The supervisor dashboard allows agents to run reports on themselves and all agents. The five report options include: Agent Activity (*historical or real-time activity duration*), Agent Call Detail (*historical data*), Agent Call Report (*historical or real-time number of calls by call type*), Agent Duration Report and Agent Sign-In/Sign-Out Report. (*\$69.95 per line, per month*)