

# Nextiva Call Center

Transform your communications and improve your customers' experience



## Overview

The Nextiva Call Center fully enables the rapid delivery of full-featured hosted call centers, meeting the needs of today's dynamic businesses. Core call center functions include intelligent routing and distribution, web-based agent and supervisor clients, and comprehensive reporting capabilities.

## Nextiva Call Center Benefits

Nextiva Call Center provides the ultimate flexibility, allowing you to grow and scale your business without boundaries.

- **Flexible Staffing Structure** – Manage multiple locations and remote agents through a centralized queue to provide uninterrupted service.
- **Business Continuity** – With hosted architecture, calls can be re-routed to alternate locations in the case of unexpected changes.
- **Enhanced Operational Efficiency** – Rapidly scale up or down to handle fluctuating call volume quickly, without changing your infrastructure.
- **Business Integration** – Integrate your call center with third-party applications, such as Microsoft Outlook and your CRM, to increase efficiency.
- **Access to Latest Technologies** – Nextiva handles all system upgrades and enhancements so you always have the latest technology at no additional fee.

## Summary

Nextiva Call Center delivers an end-to-end solution that meets the demands of your customers at a price you can afford. A comprehensive and sophisticated feature set, the Nextiva Call Center solution can be tailored to fit the needs of any organization, from in-house customer service teams to large and distributed formal call centers.

## Nextiva Call Center Features

- **Call Recording** – Record agent calls for training purposes and to improve the customer experience.
- **Automatic Call Distribution** – Quickly route callers to the appropriate agent with the correct skills and in the right priority.
- **Call Queues** – Organize users, teams and departments by queues and callers will be routed to the next available agent in the appropriate queue.
- **Agent Status Display** – Quickly see agents who are available, on a call, have an incoming call, or are set to an alternate status.
- **Call Center Reporting** – Monitor real-time activity, as well as generate in-depth historical data and trends to improve performance and ensure that calls are handled efficiently.

