



CLIENT: Children's Museum of Phoenix
EMPLOYEES: 100
VISITORS PER YEAR: 350,000
SAVINGS: \$381.97/month (OR) \$4,583.64/year
PLATFORM: Nextiva Office Pro with Enterprise upgrades
♥ FEATURES: Call Groups, NextOS 3.0 portal

CUSTOMER OVERVIEW

The Children's Museum of Phoenix is a staple of the central Arizona community, providing educational and hands-on experiences for more than 350,000 children and parents every year. They offer a multitude of programs, camps, exhibits, and more that enable all members of the community to participate in the museum's offerings. The Children's Museum focuses on providing great experiences for all families to learn, understand, and play together.

DILEMMA

From answering general inquiries from patrons, to talking to donors, to planning special events, the phone system is an important part of the museum. The previous phone services provider was Telesphere, which was then acquired by Vonage. The organization found the system to be of poor quality with a high cost and customer service that was simply insufficient. With more than 100 calls a day coming in to the main line, this was unacceptable for their patrons. They sought to lower costs while gaining access to more features and excellent support.

IN A NUTSHELL

The Children's Museum of Phoenix provides educational and hands-on experiences for more than 350,000 visitors each year. Their previous service from Vonage was costly and of poor quality. With about 100 incoming calls coming through the main line each day, this was unacceptable. They made the decision to switch to Nextiva because of the lower cost, better service, and increased features. The

“ The customer experience is extremely pleasant, and Nextiva's been great to work with! ”

– Alana Turner, Executive Assistant

RESOLUTION

The process of switching from Vonage to Nextiva was very simple. The transfer of their existing numbers to Nextiva was seamless. Training was provided by Nextiva's Onboarding team to the account administrator and to staff so they had working knowledge of their phones. Admin training mostly focused on the NextOS 3.0 portal to control call flows, virtual extensions, voicemail, and more. For the other museum employees, Nextiva set up multiple training times so they could join in whenever was most convenient for them. They were taught basic phone usage, such as transferring calls and checking their voicemail. The Children's Museum of Phoenix adjusted quickly to Nextiva's system, and they use a variety of available features. They use multiple auto attendants to route calls to the appropriate department, call groups to forward calls to multiple employees, call forwarding for those answering the main lines, voicemail to email, conferencing, and virtual faxing through Nextiva vFAX using a fax bridge. The NextOS 3.0 portal has provided a big improvement in flexibility over their previous system. The Children's Museum of Phoenix is able to handle almost all of the system maintenance from wherever they want via the web-based portal, and find it very intuitive and easy to use.

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