



CLIENT: North Orange County United Teachers (NOCUT)

EMPLOYEES: 2

LOCATIONS: 1

PLATFORM: Nextiva Pro Plus

“ The customer service is just an all around better experience than I’ve had almost anywhere. ”

- David Jones, Administrative Assistant, NOCUT

CUSTOMER OVERVIEW

Established in 1975, North Orange County United Teachers (NOCUT) serves teachers through five district chapters. Currently serving over 2,000 teachers, NOCUT assists in negotiating fair salaries, hosting workshops, providing grants and scholarships, and defending teacher’s professional rights.

DILEMMA

NOCUT’s administrative assistant, David Jones, began looking for a new phone service at the end of 2016, as their copper POTS system was no longer supported by the company that sold it to them. In addition to an unsupported system, David says the contracts, pricing, and customer service were “beyond subpar.” His new phone system needed to resolve all of these issues. their most essential value - an unwavering dedication to customer service.

RESOLUTION

After comparing six different phone companies, David and NOCUT’s board of directors settled on Nextiva. With a small office, NOCUT’s transition to Nextiva only took about a week to finish. David had no previous knowledge of setting up phone systems, but says Nextiva’s customer support walked him through every step and provided him with a set schedule that was convenient for him to oversee the setup process.

Since then, NOCUT has been enjoying vFAX, upgraded call quality, and they’re taking advantage of Nextiva’s SMS feature to communicate with the members they serve. NOCUT staff uses the NextOS portal to handle all of their call trees and voicemail setups. David says the simplicity of it all compared to his last provider is refreshing and allows their organization to communicate in a more effective and professional manner. Overall, David says his favorite Nextiva feature is the amazing customer service and professionalism, from sales to setup to support.

FAVORITE FEATURES



Reliability



Amazing Service



Ease of Use