

NEXTIVA CUSTOMER SUCCESS STORY

CLIENT: Point Sebago
EMPLOYEES: 400
PLAN: Nextiva Office Pro Plus with Enterprise Call Center
FAVORITE FEATURES: Call Center, Auto Attendant, and NextOS 3.0 Portal

> **"I'm confident that we can rely on Nextiva growing right alongside us."**
>
> – Bob MacDonald

CUSTOMER OVERVIEW

Point Sebago is a 775-acre camping resort located in Casco, Maine. Started in 1970 as a small tent camping site on a lakefront, it has now grown to a getaway with over 300 rental sites and 300 ownership areas. It is a destination for families to come and get away from their busy lives and relax, featuring family entertainment, babysitting services, lake activities, and golf, supported by a well-trained staff.

DILEMMA

Point Sebago's reservationists were struggling with their phone service, facing limited support and unreliable service. They needed to know that they could handle large influxes of calls in the queues, and that they would not lose any customers. With their previous cloud communications provider, they found themselves having to pay maintenance fees or hire additional support for a lot of the work. In addition to inhibiting their independence, their phones were getting older and failing more. Call quality was poor, and customer service was greatly lacking.

RESOLUTION

After making the decision to move forward with Nextiva, an Implementation Manager (IM) guided Point Sebago through the process of setting up the new phone system. Thorough training was one of the most important parts to building a strong relationship between Nextiva and Point Sebago. They worked with their Implementation Manager at Nextiva to set up call center training, and 'train the trainer' sessions so the IT Director could pass his knowledge along to the rest of the staff. The IM was available throughout the onboarding process to answer any questions or help with set-up.

The reservations team has found great success with the Nextiva Call Center Enterprise solution. The reservationists are able to easily log in to the Nextiva Unity Agent Dashboard and enter into the queue. The reservations manager uses the Nextiva Unity Supervisor dashboard regularly to watch the stats in real-time.

With the Nextiva system, Point Sebago is able to configure the Call Center, Auto Attendants, Call Groups, and more through the NextOS 3.0 portal, without having to call in for support.

IN A NUTSHELL

Point Sebago is a camping resort located in Maine that offers families lakeside rental and ownership sites. Their previous phone system was not reliable – they were dealing with limited support, old phones that were breaking, and unreliable service. Since the phone numbers are the only way to make reservations, they could not afford to keep this system. Point Sebago decided to look into alternative providers, and ultimately made the switch to Nextiva service for their call center in reservations and other lines around the resort. With the Nextiva system, Point Sebago is able to configure the Call Center, Auto Attendants, Call Groups, and more through the NextOS 3.0 portal, without having to call in for support.