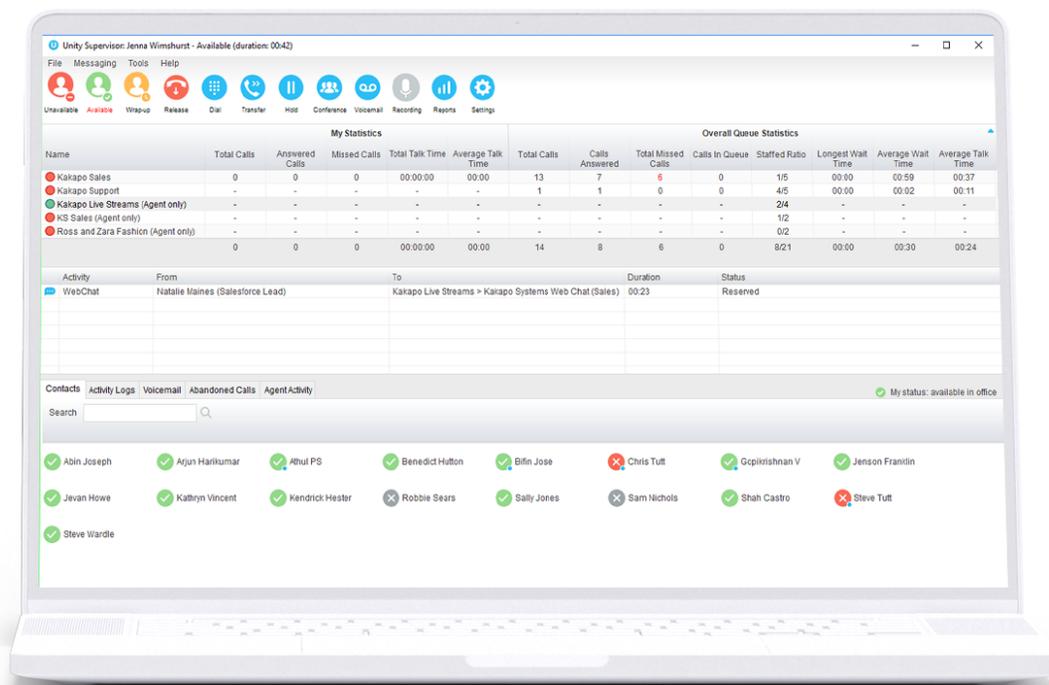


Manage all communication channels from one dashboard.

Nextiva Unity Contact Center enables you to add web chat, callbacks, Twitter, and email queues to your call center, so your Missed agents can handle all incoming communications in one place.



Pure cloud solution

Scale communication channels and agents with no extra hardware or IT setup.



Advanced routing

Connect customers to the best agent, ensuring optimal customer service and first contact resolution.



Improved management

All communication channels can be managed in one place with much more visibility.

Manage multiple queues at the same time.



Web chat

Provide your customers with a rich web chat experience that can be set up in minutes. Easily customize the widget, configure the departments, add canned responses, and set up agents in the routing phases, before seamlessly embedding web chat into your website. You can also integrate web chat within your overall voice solution, and quickly escalate chat to voice calls with just one click.



Callback

Service research has proven that customers have a much higher wait threshold with queued callbacks, where they can go about their business, versus waiting on hold. Nextiva Unity Contact Center allows customers to have a “call me back” widget on their websites. When the customer enters their name and number, our platform will queue the request and present it to the best agent to help them. The customer can also request to be called back at a specific time, and the agent can schedule the call at the designated time.



Email

Email communication is still the preferred option for many customers. But if you're juggling multiple apps to handle multiple conversations, then that's going to affect productivity and the level of customer service.

Simplify by managing email traffic in the same intuitive interface that you use for all your other communication channels.



Twitter

Engage on your customer's terms by providing great customer service no matter where they are.

Adding Twitter to your customer service offering allows agents to respond to tweets, direct messages, praise, and complaints quickly and easily, all from within a single workspace.

Call us at (888) 289-4742 to learn more.