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Service Delivery

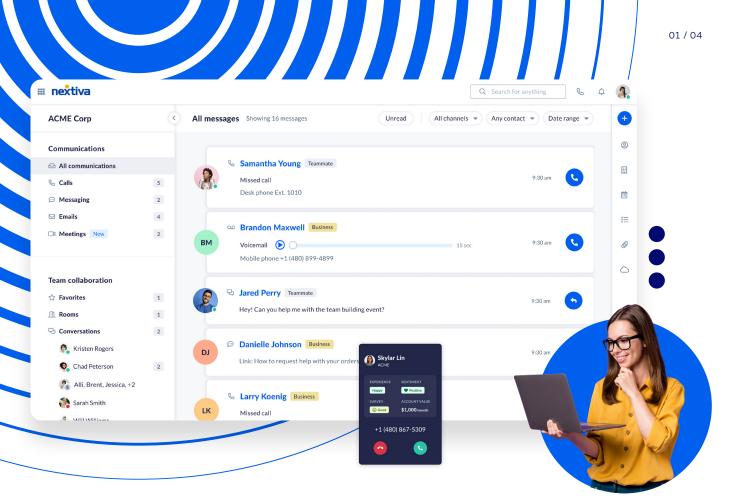
Engage experts. Get Amazing Service Delivered.

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What We Do

Service is the foundation of Nextiva's culture. You will find we have a passion for delivering great customer service. It's why we branded the phrase Amazing Service®.

Nextiva's Amazing Service Delivery team brings implementation experts to you. Our services range from simple network checks to sending a team of Nextiva experts to your location for a week-long experience including total project management, full setup, and customized training.

How We Can Help

When you don't have the specialized expertise on staff, but you need your communication system transition to go smoothly, we've got you. Our in-house team of experts work with you to mitigate risks, surface unknowns, and deliver Amazing Service.

Every business is different, so we'll work with you to assess your business needs and create a strategic plan. We'll make sure we get you the level of Amazing Service needed to match your requirements, budget, and timeline.

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Service Delivery

Whether you're a new business or you're playing in the big leagues, Nextiva's Amazing Service Delivery team can help you get up and running. If all you need is speed and simplicity, we can do that. If your needs are more advanced, have a lot of moving parts, or could benefit from strategic project planning and specialized on-site IT infrastructure expertise, we can do that too.

Whether your needs are simple or complex, Nextiva will help you determine the right team to meet your requirements, so you get your communications system activated properly and efficiently.

	Starter	Choice	Elite	Elite+	Ultimate
Professional Consultation on UCaaS Best Practices	~	~	~	~	~
Locations and Users: Design and Configuration	~	~	~	~	~
Call Flow and Features: Design and Configuration	~	~	~	~	~
Go-Live Support	~	~	~	~	~
Network Assessment		~	~	~	~
Porting (Number Transfer) Support		~	~	~	~
Senior Project Management			~	~	~
Live Administrator and User Training			~	~	~
Managed Service Time Post Go-Live				~	~
Assigned UCaaS Technical Delivery Specialist				~	~
Expert Onsite Installation & Training					~
Onsite Initial Discovery Session					~

Service Delivery Packages

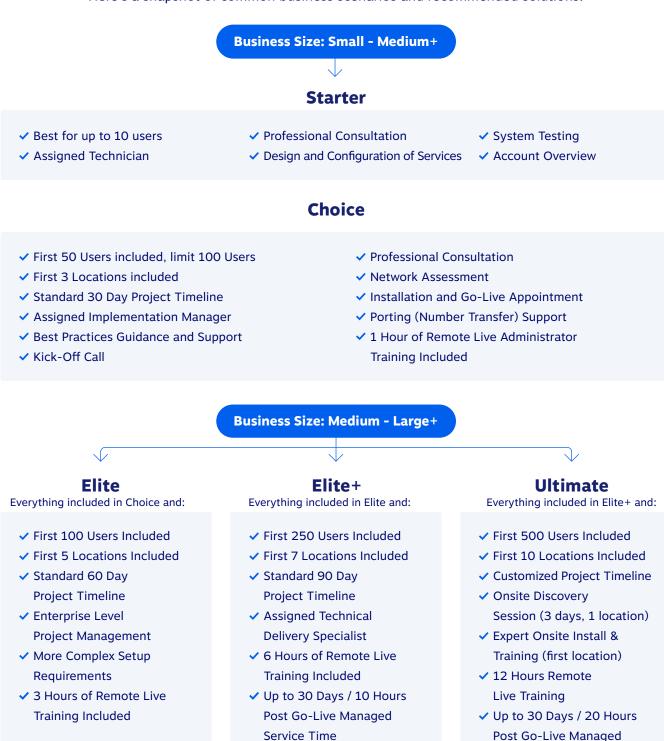


Choosing the Right Fit

Nextiva will work with you to determine the best Amazing Service Delivery Package

to serve your current needs, future scale, and budget.

Here's a snapshot of common business scenarios and recommended solutions.



You may add more users, locations, and remote live training to all packages.

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Service Time

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Additional Service Delivery Offerings

Custom Scoped via Time & Materials

- Nextiva Call Center Implementation
- Advanced Contact Center Implementation
- Third-Party Integrations
- ✓ Interactive Virtual Agent (IVA)
- Technical Project & Program Management
- Onsite Device Installation
- ✓ Onsite Training and Support

- Advanced Analytics & Akixi Reporting
- Contact Center Digital Engagement & Media Streams
- Single Sign-On & Active Directory Sync Integration
- Queued Call Back Waiters
- Customized Remote Training
- Managed Services Packages (Post-Deployment)

Managed Services

When you're set up and ready to go, but require additional professional services as you adjust or scale your business, Managed Services steps in with a high level of expertise to make sure you get what you need. We'll help you determine what level of service you need to get the job done correctly and efficiently.

Premier	Advanced	Standard	Managed Services Packages
~	~	~	Core UCaaS Administration: Move/Add/Change/Delete
~	~	~	Location Call Flow Configuration
~	~	~	UCaaS Consultation / Questions
~	✓		Call Center Administration
~	✓		QforMe Auto Attendant
~			Contact Center Administration & Consultation
~			IVA / IVR Build and Configuration
~			Advanced Analytics and Reporting
~			Custom Integrations
			Advanced Analytics and Reporting Custom Integrations

Managed Services are hourly packages for ongoing best-effort administrative work after deployment of a Nextiva solution.

How to Get Amazing Service Delivery

Get started with Nextiva Service Delivery by chatting with your Nextiva sales specialist.

(800) 799-0600