nextiva

Simplicity that Powers Growth

Keep it Simple. Keep it Connected.

Running a business is hard enough. Whether you have a small team or a growing company with multiple departments, you shouldn't have to juggle calls, texts, emails, and chats across different apps. With Nextiva, you get everything in one place: phone, video, team chat, text, email, web chat, and social. It's simple, connected communication for your employees and customers. The result is faster responses, stronger teamwork, and a business that runs smoothly.

Packages Designed for Your Business Needs

Core
$15 / per user / per month

The essential toolkit for any business that wants to stay connected and professional. Core makes communication simple and reliable, giving your team the confidence to serve customers well every time.

Highlights:

- ✔ Unlimited business voice & video
- ✔ SMS & MMS
- ✔ Video meetings & screen share
- ✔ Team chat & contact management
- ✔ Voicemail transcription
- ✔ Unified inbox (email, chat, social)
- ✔ Reporting dashboards
- ✔ Outlook & Google integrations

Engage
$25 / per user/ per month

Nextiva Engage is built for teams that need to move fast and scale smart. It equips sales, service, and customer-facing teams with powerful tools to deliver personalized, real-time experiences at scale. With automation, intelligent routing, and multi-site management, Engage makes it easy to centralize communication and deliver standout service.

Highlights:

- ✔ Everything in Core
- ✔ Advanced IVR & intelligent call routing
- ✔ Supervisor dashboards & monitoring
- ✔ Voice analytics & wallboards
- ✔ Social & review management
- ✔ Web chat & chatbot
- ✔ Integrations (i.e., Microsoft Teams, Salesforce)
- ✔ Expanded dashboards and reporting

All packages include:

Support

- ✔ 24/7 Email Support
- ✔ 24/7 Chat Support
- ✔ 24/7 Phone Support
- ✔ Real-time System Status Alerts
- ✔ Multi-Site Support

Security & Reliability

- ✔ Geo Redundancy
- ✔ SOC 2 Compliance
- ✔ ISO/IEC 27001
- ✔ Ask about our HIPAA package for healthcare

Feature Comparison

Features	Core	Engage
Inbound & Outbound Voice & Video	✓	✓
Toll-free Number	Add-on	✓
Toll-free Minutes	–	Up to 2,000
Customer Video & ScreenShare	✓	✓
Live Chat	Add-on	✓

Communication & Collaboration	Core	Engage
Chatbot	Add-on	✓
SMS (per user, per month)	100	500
Customer to team SMS (Message Pro)	Add-on	✓
Messaging Applications	✓	✓
Email	✓	✓
Social, Ecommerce & App Store Review Management	3 accounts	Up to 30 accounts
Digital Fax	Add-on	✓

AI & Workflow Automation	Core	Engage
Smart Call Routing (Simple IVR)	✓	✓
Priority & Skills-based routing	–	Add-on
Voicemail with AI Transcription	✓	✓
Inbound Sales & Service Call Center	–	Add-on

User Access

Unified Digital User Inbox	✓	✓
Desktop App for Voice, SMS, Video	✓	✓
Mobile App for Voice & SMS	✓	✓
Agent Voice & Digital Platform	✓	✓

Productivity

Group Email Inbox	Up to 3	Up to 10
Business Voice	Unlimited	Unlimited
Audio Conferencing & Video Meetings	Unlimited	Unlimited
Voice Call Recording	Add-on	✓
Video Meeting Recording	—	✓
Team Chat	✓	✓
Contact Management	✓	✓
Dashboards	2 dashboards	✓
Reporting	✓	✓
Voice Analytics	Add-on	✓
Outlook & Google Contact	✓	✓
SSO*	✓	✓
Active Directory Sync	—	✓
Integrations*	Add-on	✓

ⓘ Additional service charges may apply

Unlock More Ways to Power Your Business

Every business is different. That's why Nextiva offers flexible add-ons, so you can add the exact functionality you need to delight customers and keep your team running smoothly. Add-on pricing is tailored to your business's needs and call volume.

📞 Nextiva Call Center

A cloud-based solution for organizations managing high call volumes, built for agents, supervisors, and receptionists. It streamlines call handling with smart routing, real-time dashboards, and visibility—helping teams boost productivity, improve oversight, and deliver faster, more reliable customer experiences, all without the costs and complexity of traditional systems.

💬 Message Pro

Turn texting into a team advantage. Manage customer messages from one business number with shared inboxes, smart routing, faster responses, and always-on coverage.

💬 Live Chat & Chatbot

Engage customers instantly with live chat and AI automation. Capture leads, resolve questions, and seamlessly transfer complex inquiries to agents—boosting conversions and satisfaction.

🎤 Nextiva Voice Analytics

Turn call data into insights that improve service, sales, staffing, and marketing. With real-time dashboards, reporting, and KPIs, you'll forecast trends, track performance, and optimize outcomes.

🖥 CX Sites

Launch a professional website in minutes with AI design, customizable templates, and built-in chat, SMS, and voice. Create an online presence that drives engagement and conversion.

📄 Digital Fax

Modern, secure, and compliant faxing without the machine. Send, receive, and store faxes from any device—HIPAA-ready and easy to archive.

🔗 Integrations

Work smarter with built-in connections to Microsoft Teams, Salesforce, HubSpot, Zendesk, and hundreds more—keeping your team productive without switching tools. (Some integrations may require additional fees.)

☁ Sip Trunking

Upgrade your PBX with cloud connectivity, high call quality, built-in redundancy, and fraud protection—cutting costs while extending the life of your existing system.

About Nextiva

Nextiva powers over a million users and billions of interactions annually with its customer experience platform. From one AI-enabled hub, Nextiva transforms how businesses connect with customers and collaborate internally. Founded in 2008 and headquartered in Scottsdale, Arizona, Nextiva is trusted by companies of all sizes to simplify communication, improve service, and accelerate growth.

Ready to Get Started?

Choose the package that fits your business today and add more functionality as you grow. With Nextiva, it's easy to communicate, collaborate, and deliver amazing experiences—all from one platform.

✉ **sales@nextiva.com**

📞 **(800) 799-0600**