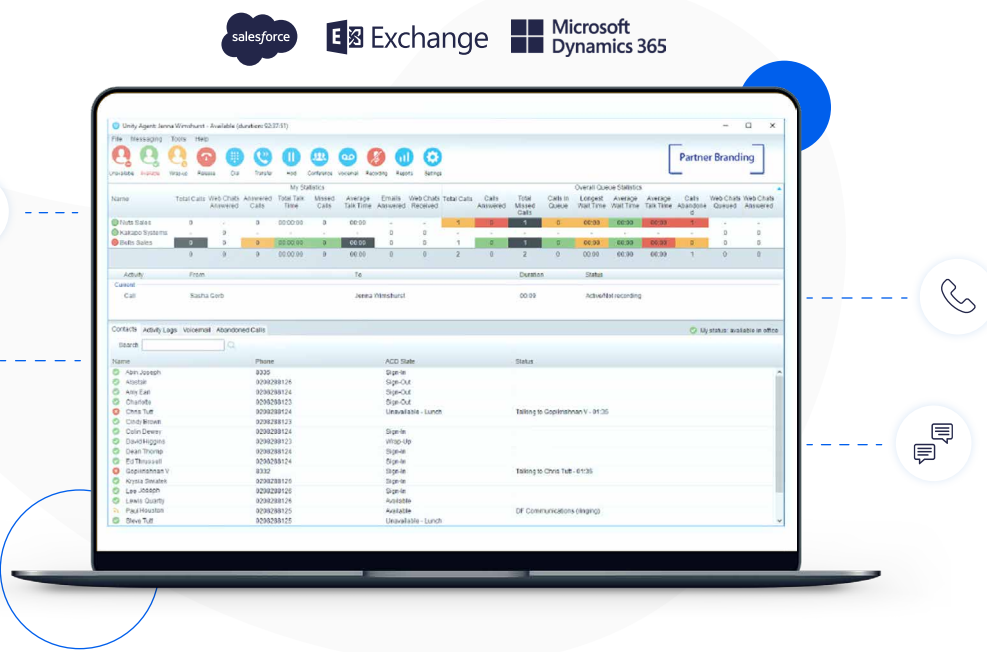


Nextiva Unity Contact Center

Allow your customer engagement teams to multitask any incoming contact, ensuring optimal customer service.

Nextiva Unity Contact Center provides your customers richer inbound experiences on their media of choice. Supporting web chat, voice, and email queues, contact center allows your customer engagement teams to multitask any incoming contact, ensuring optimal customer service and first contact resolution.



By providing blended experiences for agents, Nextiva Unity Contact Center allows customers to scale their customer handling capability and process more transactions without increasing agent head count.

Nextiva Unity Contact Center connects your customer to an agent quickly by using intelligent and flexible routing parameters. All media streams can be managed uniformly with consistent overflow, escalation, and distribution policies.

Blended agent experience

All media calls are presented within the intuitive agent interface, simplifying media handling.

Intelligent agent ACD

Contact Center intelligently manages the agent's availability, making them unavailable when on a web chat.

Email queues

With support for Exchange and Gmail, the contact center server logs in as the email client and distributes emails to agents.

Pure cloud solution

Scale media streams and agents with no limits or bottlenecks.

Web chat customization

Define how the widget appears, what customer fields are required, and which avatar and color scheme to use.

Canned web chat responses

Contact center supports concurrent web chat sessions, providing agents with quick links to canned responses and links, improving customer response times.

Advanced routing

Sophisticated routing options for all media types and options connect customers to the best equipped agent.

Callback queues

As an alternative to inbound voice queues contact center supports callback, where the customer's details are queued to an agent who then initiates the callback.

Copy and paste deployment

Contact center's portal allows supervisors to define their web chat queue and routing behavior, then paste into their website to go live immediately.

