



Revolutionize How Your Customers Engage

Nextiva Unified-CXM (UCXM) is your advanced, AI-powered solution that elevates productivity and optimizes all customer touchpoints with a single provider.

Everyone agrees on the importance of great customer experience—but with all the different systems to juggle, tools to learn and costs to manage, it's hard for businesses to actually focus on the customer.

Your opportunity as your customers trusted advisor

Pressure to deliver across multiple channels	Too many tools, too many costs	A single solution that simplifies it all
Businesses face increasing complexity and need your guidance to navigate it.	Customers are tired of adding other tools that don't solve their problems.	Show your customers how UCXM's AI-driven platform can help them manage it all—affordably.

The advantage of UCXM

As customer journeys become more complex, the opportunity for you to deliver a complete, game-changing solution has never been greater.



One provider

With interactions across voice, text, social, email and more, your customers need simplicity. UCXM empowers customers to deliver exceptional experiences across all these channels.



Comprehensive solution set

Deliver a comprehensive customer experience solution set that positions you as a partner who solves big challenges, helping you build long-term credibility and stronger relationships.

UCXM makes powerful enterprise technology accessible to businesses of all sizes. With flexible packaging and pricing models, even startups in the beginning stages can leverage robust communication tools. Your customers can start with essential features and seamlessly scale up as they grow.

Digital: Perfect for startups and small teams focusing on omnichannel digital customer service. This package includes website live chat, messaging apps, social media management and a digital service help desk.

Core: Adds voice, video and SMS capabilities for a comprehensive communication tool, ideal for small teams needing enhanced connectivity and collaboration.

Engage: Suitable for growing teams needing inbound call center features and advanced reporting. It's perfect for businesses looking to deepen customer engagement without requiring a full-scale call center. Includes full MS Teams integration.

Power Suite: Provides a full call center solution, bringing enterprise-level features like advanced IVR, supervisor dashboards and powerful add-ons like intelligent skills routing to sales and service teams. This package also features full MS Teams integration.

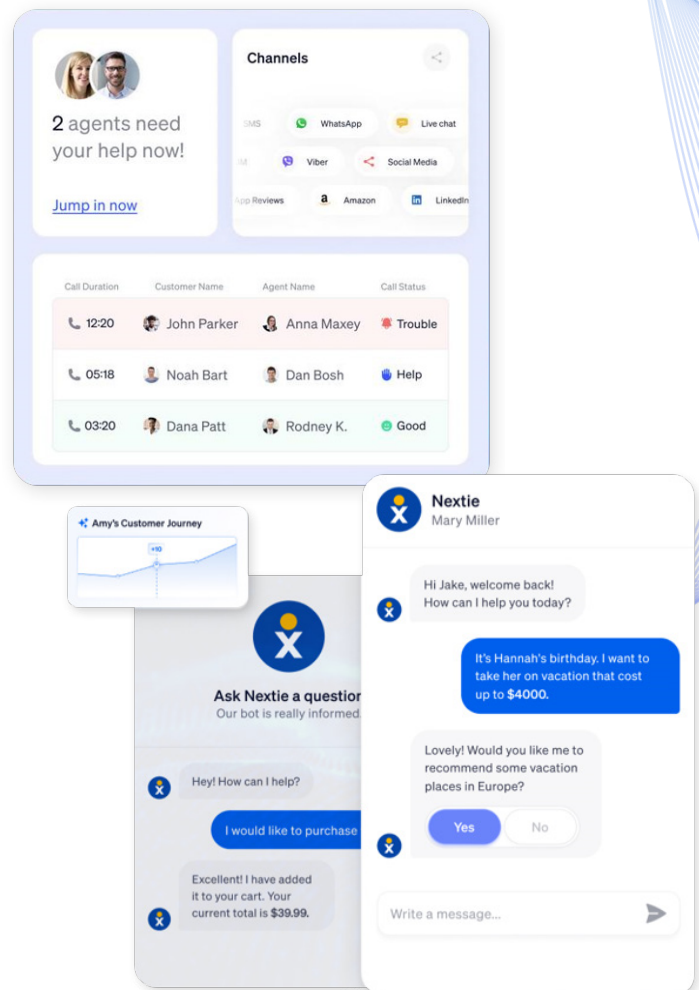
And for enterprises with specialized contact center needs we also offer three packages designed to aid agents, enhance productivity and better manage the business.

The UCXM difference

Nextiva stands behind you as **one provider of truth**, offering customers a streamlined and reliable solution to meet all their communication needs. While UCXM is on its journey toward complete unification, it already brings together critical tools for customer experience management, with more integration to come. As the platform evolves, your customers will benefit from ongoing enhancements, giving them even more powerful tools to manage their customer interactions seamlessly.

The platform is built with **scalability and flexibility** in mind, allowing your customers to adapt and grow with a range of packages and add-ons.

Dedicated support from Nextiva's expert teams ensures ongoing success and peace of mind for your customers, who should focus on their core operations rather than troubleshooting busywork.



Key feature highlights

Package	Digital	Core	Engage	Power Suite
Ideal customer size	VSB/SB/MM	VSB/SB/MM	SB/MM/ENT	SB/MM/ENT
Unified inbox	✓	✓	✓	✓
Social media channels	2	Up to 3	Up to 10	Unlimited
Online review mgmt	2	Up to 3	Up to 10	Unlimited
Email	2	Up to 3	Up to 10	Unlimited
Messenger apps	✓	✓	✓	✓
Live chat	✓	✓	✓	✓
Reporting	Up to 3	Up to 5	Advanced	Advanced
Feature-rich voice system		✓	✓	✓
Collaboration		Video	+Recording	+Recording
SMS		Business SMS	Team SMS	Team SMS
Inbound call center			✓	✓
MS Teams integration			✓	✓
Website chatbot			✓	✓
Texting			250/month/line	Unlimited
Texting			2k minutes	Unlimited
Unified team interface				✓
Supervisor dashboard				✓

UCXM is the next big solution for your customers as they search for a way to build amazing customer experiences. Contact your Nextiva Partner Manager for additional insights and support.

Talk to an agent 