




NEXTIVA CALL CENTER FEATURES

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	Pro	Enterprise
Alternate Routing Options – This service allows the administrator to gracefully take a group out of service while providing callers with informative announcements and alternative routing options. Depending on service configuration, none (partial intercept), some, or all incoming calls are intercepted.		
Busy-Lamp Field (BLF) – Allows a user with an attendant console phone to monitor the availability or “busy” status and remote party info of selected users via the busy lamp fields on the phone.		
Call Queuing – When all call center agents are busy, incoming calls can be queued until they can be presented to an available agent.		
Call Recording – The call recording service allows a user to record their calls.		
Conferencing – This policy specifies the conference SIP-URI to use to establish conference calls (using three-way or n-way conferencing). This policy is only defined at the service provider/enterprise level.		
Configurable Call Handling Options – You decide whether calls go into the queue, are put on hold, or get automatically forwarded to an agent.		
CRM Migration – The migration tool allows the administrator to convert in bulk large groups of users that match a specified configuration to any new desired configuration.		
Enhanced Reporting Options – While standard and customizable reports are available for Call Center Pro and Call Center Enterprise, as you can upgrade or change your business VoIP plan or call center plan, the reporting supports the features you have licensed.		
Entrance Greeting and Queue Announcements – The queued callers are provided with an initial greeting, followed by music or advertisements and periodic comfort announcements. All announcements can be played in audio or video format, based on the call center profile and the capabilities of the caller’s endpoint.		
Intelligent Automatic Call Distribution (ACD) – Agent state is used to determine the agent’s availability to take calls. Agents can set their state through the web portal or through a client.		
Interactive Voice Response (IVR) / Auto Attendant – The auto attendant is a powerful and flexible tool for fielding inbound calls and delivering them to the intended destination through automated interactions with the caller. The Nextiva auto attendant does not require an external third-party system and can be used to build multilevel IVR menus. For example, your callers are automatically greeted, “Thank you for calling _____. Press 1 for sales, press 2 for support, etc.” and we will deliver your call wherever you designate.		
Multiple Agent Options – Nextiva offers multiple options for call center agents so your business is connected regardless of where your agents are located. Agents can function from anywhere, just as if they were at their desk, with all the sign-in/sign-out, availability, escalation settings, and other features based on the level of accessibility your business requires.		
Voicemail to Email Messaging – The voicemail to email messaging feature allows you to set up an email address to where your voicemail messages can forward. It will allow you to listen to your voicemail messages directly from your computer or other portable device.		

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DNIS Support – The Dialed Number Identification Service (DNIS) provides association with multiple DNIS numbers, in addition to the primary number, with a route point. A calling party can dial a DNIS number associated with a route point instead of the primary number, to reach a route point. The remote application can implement a per- DNIS behavior for a route point. For instance, it can play different announcements and distribute calls to agents based on the DNIS on which the call was received. The DNIS number can be enabled for use by agents to make outgoing calls.



Disposition Codes – Disposition codes are additional attributes that can be applied to calls during the call and during wrap-up. This allows calls to be tagged with promotions, topics and so on.



Forced Delivery of Calls – Queues can be configured to answer calls after a specified waiting time automatically and calls can be delivered to agents over the device's speaker and microphone.



Multiple Queue Priority Routing - This feature is used to determine which call to deliver in priority, when an agent becomes available, and calls from several queues served by that agent are waiting to be answered. Bounced calls always have priority over non-bounced calls. If there is more than one candidate bounced call, then they are prioritized based on the original time at which the call was offered to an agent.



Night & Holiday Service - Customizable auto attendant recordings can be associated with an evening and holiday schedule and during such times, callers hear the after-hour or “business closed” greeting and dialing menu.



Outgoing Call Control - Agents have the ability to make calls using the call center phone number. The called party sees the calling line ID (CLID) of the call center or DNIS instead of the agent's CLID. Agents can use configurable feature access codes to make calls with either the call center or their own phone number.



Silent Monitoring – Supervisors can silently monitor an agent's call. The agent may or may not be notified that their call is being monitored.



Whisper Messages - A whisper message is played to the agent while the caller receives ringing. The message typically announces from which call center queue the call is coming. This is especially important when using DNIS.

