



vs.

nextiva

COMPETITIVE COMPARISON

CUSTOMER SUPPORT

- ✓ Dedicated Support Team
- ✓ Personal Relationships & Real Technicians
- ↑ 4.9 Google Review Rating
- ✓ US-Based Live Support
- ↓ <30 Second Wait Time

- \$ Chatbot and AI Support
- ✗ Online Resources, Automated Systems
- ↓ 4.7 Trust Pilot Rating
- ✗ Offshore Call Centers
- ↑ Delayed Response Times

EASE OF USE

- ✓ Simple Set-Up with Live Support
- ✓ User-Friendly, Intuitive Interface
- ✓ Personalized, Human Onboarding
- ✓ White-Glove Call Flow Configuration
- ✓ Tailored Solutions for Many Verticals

- ✗ Web-Based & Chat-Based Support
- ✗ Steep Learning Curve
- ✗ "Nextiva Academy" Training
- ✗ Basic Call Flow Customization
- ✗ Standardized Mass-Market Solutions

FEATURES & VALUE

- ✓ Fully-Featured AI VoIP Platform, Mobile App, & Sales Performance Tools at a Cost-Effective Price Point
- ✓ NOVA AI Call Summary & Sentiment Auto-Inserts Into Integrated AMS/CRM
- ✓ Base Pricing Includes:
 - ✓ 400 SMS/User
 - ✓ All 20+ Integrations

- \$ Key Features (Advanced Call Routing, Automatic Recording, Push-to-Talk) Locked Behind Higher Pricing Tiers
- \$ Add-On Required For AI Summary CRM Insertion & Call Recordings
- ✗ Base Pricing Includes:
 - ↓ 100 SMS/User
 - \$ Limited Integrations Without Add-On

CONTACT US!

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