Nextiva Phone Service

Transforming Businesses Through Technology

MNJ TECHNOLOGIES

NEXTIVA PHONE SERVICE PRACTICE

Nextiva offers a single, integrated platform.

Nextiva's platform brings all of your customer and team communication channels into one place.

When you have all of your business communications in one place, you can make better decisions, operate more efficiently, and deliver smarter customer experiences. You can also begin to truly know your customers, leading to more engaging conversations. For businesses needing advanced integrations, Nextiva's platform integrates with tools you're already using so you can track customer journeys across toolsets.

Nextiva is known for security and reliability.

Nextiva leads the industry for uptime and reliability. In 2022, their network processed more than one billion calls and experienced 99.999% uptime.

Nextiva has eight points of presence across the continental U.S., and all of their data centers are ISO/IEC 27001 audited and certified. Nextiva offers solutions that are SOC 2 and PCI compliant, along with HIPAA-compliant voice, video, and fax services.

No.1
Business Phone Service of 2022
U.S. News & World Report

95/100
Highest Rated VoIP Provider
G2.com

5/5
Network Rating
Downdetector.com

90%
Willingness to Recommend
Gartner

Powered By
nextiva
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Key Features of Nextiva's
Business Phone Service

✓ Call Pop

Call Pop enables you to not only know who is calling, but also important information about them, so you can begin each conversation one step ahead. When an incoming call arrives from a customer, Call Pop displays contact and key account information, including account value, customer experience score, last interaction sentiment, and last survey score.

✓ Advanced Integrations

Integrate your favorite apps to acquire, retain, and engage more customers. Popular integrations include Salesforce, Microsoft Teams, and ServiceNow.

✓ Virtual Fax

Send and receive secure, electronic faxes from anywhere, on any device. With virtual fax, you can easily access a history of documents and manage user views and logins. Both standard and HIPAA-compliant virtual fax are available.

✓ Voice Analytics

Easily run reports to give your business access to historical data to make informed, objective business decisions based on prior performance. Get a real-time snapshot of your business using dashboards and wallboards.

✓ Nextiva App

Combine voice and video into a single application, so you can make and receive calls, view contacts, transfer calls, host meetings with video or screen-sharing, and collaborate with team members. Use the app on any device, in any operating system.

✓ Video Conferencing

Nextiva offers robust video conferencing capabilities, including the ability to schedule meetings, record meetings, and integrate with Alexa to easily start meetings. Meet with teams, clients, prospects, and partners on conference calls with as many as 250 participants.

WE DELIVER AMAZING SERVICE

Nextiva's knowledgeable, 100% in-house team provides award-winning support.
Your business needs are our top priority.

About MNJ

MNJ is a leading Digital Transformation and IT Solutions Provider. We'll keep you ahead of the curve with our proven practice areas, focus on customer success, and extensive partner ecosystem.

Experience & Expertise

- 50+ Alliance Software Engineers
- 200+ Alliance Data Centers
- 21 years average experience for MNJ engineers

Consistent Execution

- 20+ years in business
- 12 years average customer tenure
- 10,000+ satisfied customers

Company Culture

We are a woman-owned, family-centered business and give our team and customers the same respect. We're friendly, passionate, and committed to excellence.

Are you ready to take your business to the next level? Reach out to one of our specialists at **solutions@mnjtech.com** to learn more about our variety of assessments tailored to fit your needs.

Powered By **nextiva**

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