

# A Superhero Moment with Nextiva and Five9

**The Industry:** Automotive

**The Challenge:** A customer had **16** sites with over **1,000** users in **4** offshore countries. The customer had a current UCaaS provider that was consistently missing the mark with support and the customer experience. The issues were so large that the customer began to **lose revenue and customers.**

**The Solution:** The Nextiva Partner and RPM realized during the discovery call that this challenge called for a teaming effort, so they brought in **Five9** to create a powerful solution that solved for all of the customer's pain points. Now the customer has one single structure for UCaaS and CCaaS with top notch support. The customer also has access to state-of-the-art features and capabilities which help them create a stronger customer experience. With conversational AI Call Steering, Cradle to Grave Reporting, SMS Queuing, CRM Integrations, and much more, the customer now has an exceptional customer experience that is creating happy customers and more revenue.

## Questions to Ask Your Partners:

- Are your customers happy with their current call experience (hold times, workforce optimization, number of transfers to receive a solution, ect)?
- How are you optimizing your current customer experience?
- How many communication tools is your customer currently using?