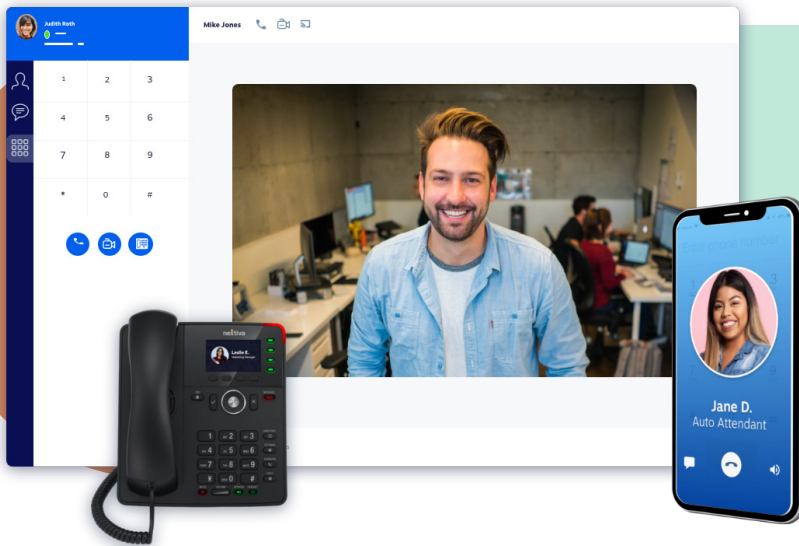


What industry is your customer in?

Customize the solution for them with Nextiva.



When it comes to communications, each industry has its own unique needs. The healthcare industry has compliance guidelines to consider. Retail stores rely on automated voice responses. Real estate professionals need to take their business on the road.

Nextiva's Business Phone Service Plans offer a suite of features that allow you to solve the specific needs of your customer.



Healthcare

Nextiva is the first cloud communication company to offer a HIPAA-compliant suite of products to the healthcare industry including:

- **Voice** – Business phone service
- **Video** – Meetings and conferencing
- **Fax** – Virtual fax

Network SSAE 16-certified data centers, redundant call network path, and eight network points of presence throughout the United States are utilized to achieve HIPAA compliance. You can offer your healthcare customer a communications solution that has the HIPAA security controls in place to provide secure and reliable service, backed by a Business Associate Agreement (BAA).



Retail/Restaurants

The option to add Intelligent Virtual Agents (IVAs) to a communications solution is key for retail and restaurants.

- **Omni-channel** – Customers interact with IVAs naturally over the phone or through text-based channels like SMS, Web Chat or In-App Messaging, saving your business time and resources for every question asked.
- **Always available** – Reach a virtual agent 24/7. Virtual agents are always ready to answer questions for your customers.
- **Intelligent** – Customers can receive answers to simple or complex questions from virtual agents, powered by Conversational AI. What hours are you open? Do you deliver? Virtual agents know the answer.



Real Estate

The features that Nextiva offers allow real estate agents to stay mobile and lower monthly expenses. Key features include:

- **Mobility** – Paging, call forwarding, and the Nextiva App allow customers to reach their agent whether they are in the office or showing a home.
- **Advanced call routing** – Create extensions for each agent and configure after-hours messaging.
- **Call recording** – With sensitive information often being discussed over the phone, Nextiva allows agents to securely store the info for on-demand access.



Legal

Nextiva offers powerful features that enhance any legal practice's telecommunications solution. Applicable features include:

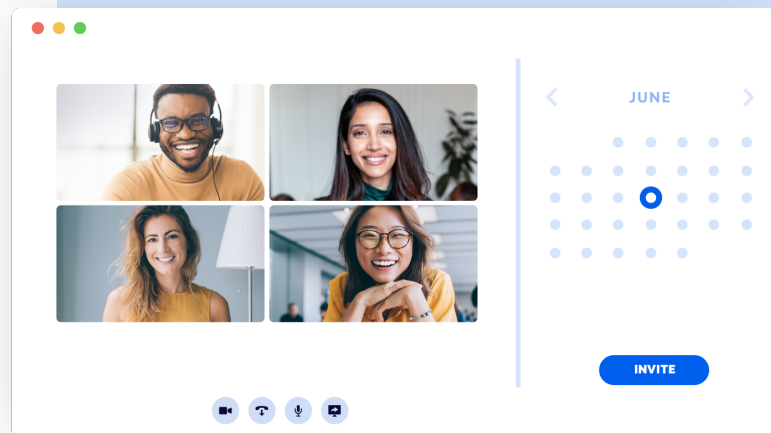
- **Automated call-pop** – Client information will pop-up before the call is answered.
- **Virtual meetings** – Lawyers can screen share important documents with their clients, even via their mobile phones.
- **Clio integration** – Seamless interaction with law practice management software.



Education

Several available features serve to enhance the solution for your customers in the education vertical.

- **Virtual agents** – Large-scale voice and text campaigns for inclement weather, schedules changes, and after school activities can all be managed automatically.
- **Conferencing** – Students and parents don't have to be Nextiva customers to take advantage of sending chats and screen-sharing during remote teaching sessions or conferences.
- **Scalability** – Plans and devices are designed for any sized building or school, including common area phones, e911 availability, desktop, and mobile.



Nextiva will help you know, understand, and tailor the solution for your customers by integrating all their communications into one place. Contact us today for detailed information.