

# Features

Plans	Essential	Professional	Enterprise	Ultimate
24 / 7 Customer Support	✓	✓	✓	✓
Admin Portal	✓	✓	✓	✓
Advanced Call Forwarding	✓	✓	✓	✓
Advanced integrations with Popular CRM Apps	—	✓	✓	✓
Bring Your Own Device (BYOD)	✓	✓	✓	✓
Business SMS (Unlimited)	—	✓	✓	✓
Busy Lamp Field	✓	✓	✓	✓
Call Encryption	Available by request	Available by request	Available by request	Available by request
Call Me Now	✓	✓	✓	✓
Call Parking	✓	✓	✓	✓
Call Pop	—	250 pops	Unlimited	Unlimited
Call Recording	—	—	✓	✓
Call Return	✓	✓	✓	✓
Call Waiting	✓	✓	✓	✓
Caller ID	✓	✓	✓	✓
Conference Calling	—	40 participants	Unlimited participants	Unlimited participants
Custom Ringback	—	—	✓	✓
Customer Journey	—	—	—	✓
Dial-By-Name Directory	✓	✓	✓	✓
Do Not Disturb	✓	✓	✓	✓
Enterprise Integrations with Popular CRM Apps	—	—	✓	✓
Free Local and Toll-Free Number	✓	✓	✓	✓
Free Number Porting	✓	✓	✓	✓
Group Paging	✓	✓	✓	✓

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HD Calling within the USA and CA** (Unlimited)	✓	✓	✓	✓
Hold Music	✓	✓	✓	✓
HubSpot	—	✓	✓	✓
Hunt Group	✓	✓	✓	✓
Integrations with Outlook, Google and Lotus Notes	✓	✓	✓	✓
Internet Fax	✓	✓	✓	✓
Multi-Level Auto-Attendant	—	✓	✓	✓
Nextiva Anywhere	—	—	✓	✓
Nextiva App (Mobile and Desktop)	Voice only	✓	✓	✓
NextOS Analytics: Custom Dashboards and Reports	—	—	✓	✓
NextOS Analytics: Customer Database and Performance	✓	✓	✓	✓
NextOS Surveys	—	—	—	✓
Persistent Chat	✓	✓	✓	✓
Phone Menu (Auto Attendant)	✓	✓	✓	✓
Private Group Messaging	—	✓	✓	✓
Professionally Recorded Greeting	—	1	3	3
Push to Talk / Intercom	✓	✓	✓	✓
Sales Productivity Tools	—	✓	✓	✓
Screen Sharing	✓	✓	✓	✓
Service Productivity Tools	—	✓	✓	✓
Service Reports and Dashboards	—	—	✓	✓
Shared Line Appearance	✓	✓	✓	✓
Simultaneous Ring	✓	✓	✓	✓
Single Sign On			✓	✓

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Plans	Essential	Professional	Enterprise	Ultimate
Team messaging, collaboration, and video (Cospace)	✓	✓	✓	✓
Team Presence	—	✓	✓	✓
Toll-free minutes	1,500	3,000	12,500	12,500
Unlimited Video Conferencing	—	250 participants 16 on video	250 participants 16 on video	250 participants 16 on video
Video Calling	—	✓	✓	✓
Video Calling - 1:1 (Unlimited)	✓	✓	✓	✓
Video Conference Recording	—	—	✓	✓
Visual Voicemail	—	✓	✓	✓
Voice Analytics	—	—	✓	✓
Voicemail to Email Notifications	✓	✓	✓	✓
Voice to SMS Notifications	—	✓	✓	✓

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<b>24 / 7 Customer Support</b> <p>Nextiva's 24 / 7 service commitment to you means you always have a real person to help you, no matter what time of day or situation. We don't use scripts or bots — just 100% real humans who work in Nextiva offices.</p>	✓	✓	✓	✓
<b>Admin Portal</b>	✓	✓	✓	✓
<b>Advanced Call Forwarding</b> <p>Call forwarding allows you to redirect calls to a third-party destination such as a phone number or extension. Nextiva offers multiple ways to set up call forwarding, allowing you to specify different circumstances in which calls are forwarded.</p>	✓	✓	✓	✓
<b>Advanced Integrations with Popular CRM Apps</b> <p>Integrate with apps you're already using, such as Microsoft Dynamics, Hubspot, Salesforce, and more, so you don't miss a beat.</p>		✓	✓	✓
<b>Bring Your Own Device (BYOD)</b>	✓	✓	✓	✓
<b>Business SMS (Unlimited)</b>		✓	✓	✓
<b>Busy Lamp Field</b> <p>Busy lamp field allows you to monitor the call status of another user in your company. Different call statuses, including idle, incoming call, on a call, or call on hold, are represented by a color-coded line key light on most phone models.</p>	✓	✓	✓	✓
<b>Call Encryption</b> <p>When added, call encryption protects every communication transmission with Transport Layer Security (TLS) and Secure Real-Time Transfer Protocol (SRTP) encryption between all endpoints to prevent interception and protect your privacy.</p>	Available by request	Available by request	Available by request	Available by request
<b>Call Me Now</b> <p>Call me now allows a customer to click a web-based link or icon that calls the number the customer provided then connects them to you. This allows your customers to easily be connected by the click of a button on your website.</p>	✓	✓	✓	✓
<b>Call Parking</b> <p>Call parking allows you to place an active call on hold against an extension. Any member that is in the call parking group can retrieve this call. After you have parked a call, you can make and receive calls freely and use any other features without limitations.</p>	✓	✓	✓	✓

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<h3>Call Pop</h3> <p>Call Pop displays key contact or lead information, such as customer experience score, last interaction sentiment, lead source, and lead score, so you can begin each conversation one step ahead — providing a better, more personal experience every time you pick up the phone.</p>		250 pops	Unlimited pops	Unlimited pops
<h3>Call Recording</h3> <p>Call recording allows you to record your incoming and outgoing calls for review and training purposes.</p>			✓	✓
<h3>Call Return</h3> <p>The call return feature calls back the last party who called you. This occurs after you dial a call return feature access code on your phone.</p>	✓	✓	✓	✓
<h3>Call Waiting</h3> <p>Call waiting allows you to receive calls while already actively engaged in an alternate call. When an incoming call is received while you are already on a call, you will be notified of the new call through a call waiting tone and/or visual display representation.</p>	✓	✓	✓	✓
<h3>Caller ID</h3> <p>The caller ID feature gives you the ability to see the name and number of an incoming call. Alternatively, your name and number can be represented on the caller ID of the person you are calling.</p>	✓	✓	✓	✓
<h3>Conference Calling</h3> <p>The conference calling feature allows you to connect multiple people into a conference call.</p>		40 participants	Unlimited participants	Unlimited participants
<h3>Custom Ringback</h3> <p>The custom ringback feature allows your customers or clients to hear a music file of your choice, as opposed to ringing, when they call you.</p>			✓	✓
<h3>Customer Journey</h3> <p>Better understand your customer experience so you can tailor interactions to each customer.</p>				✓
<h3>Dial-By-Name Directory</h3> <p>The dial-by-name directory feature allows incoming calls to your auto attendant to reach a specific person in your company by dialing the first or last name using the keypad on your phone.</p>	✓	✓	✓	✓
<h3>Do Not Disturb</h3> <p>Do not disturb allows you to ignore incoming calls. After pressing the DND button, the caller is redirected to your voicemail or the destination you have specified for calls that are not answered.</p>	✓	✓	✓	✓

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<b>Enterprise Integrations Popular CRM Apps</b> Integrate with enterprise applications, such as Microsoft Teams, Oracle Sales Cloud, Salesforce Lightning and get support for Okta.			✓	✓
<b>Free Local and Toll-Free Number</b> Leverage our award-winning support team to quickly and easily add local and toll-free numbers.	✓	✓	✓	✓
<b>Free Number Porting</b>	✓	✓	✓	✓
<b>Group Paging</b> The group paging feature allows you to initiate a one-way call to multiple users. This feature allows you to conveniently broadcast information to a group of people with one phone call.	✓	✓	✓	✓
<b>HD Calling within the USA and CA** (Unlimited)</b>	✓	✓	✓	✓
<b>Hold Music</b> Music on hold allows your customers or clients to hear customized music while they are waiting on hold.	✓	✓	✓	✓
<b>HubSpot</b>		✓	✓	✓
<b>Hunt Group</b> The hunt group feature allows you to dial one phone number or extension and have it ring multiple users within that group. Hunt groups can be set to ring the users simultaneously, in a specific order, or by a designated priority.	✓	✓	✓	✓
<b>Integrations with Outlook, Google, and Lotus Notes</b> Integrate your plan with Microsoft Outlook, Google Contacts, or Lotus Notes so you don't lose your contacts.	✓	✓	✓	✓
<b>Internet Fax</b>	✓	✓	✓	✓
<b>Multi-Level Auto-Attendant</b>		✓	✓	✓

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<b>Nextiva Anywhere</b> The Nextiva Anywhere feature allows you to connect your calls to any external number, such as a cell phone, and allows your cell phone to ring with your desk phone. You can also dial from your cell phone and have the caller ID represent that the call is coming from your desk.			✓	✓
<b>Nextiva App (Mobile &amp; Desktop)</b> The Nextiva App combines voice and video into a single application you can access from your desk phone, computer, or mobile device.	Voice only	✓	✓	✓
<b>NextOS Analytics: Custom Dashboards &amp; Reports</b>			✓	✓
<b>NextOS Analytics: Customer Database, Standard Reports, User &amp; Team Performance</b>	✓	✓	✓	✓
<b>NextOS Surveys</b> Get real-time feedback from your customers to better engage them in their journey. Includes survey analytics, customization, email notifications, question skip logic, scheduling, spam protection, shortlinks, survey and landing page, and templates.				✓
<b>Persistent Chat</b>	✓	✓	✓	✓
<b>Phone Menu (Auto Attendant)</b> An auto attendant presents the caller with an audible greeting, providing options to direct the call. For example, if you have a sales team and support team, you could have your auto attendant greet the caller with "Thank you for calling. Press 1 for sales, or 2 for support." Once an option has been selected, the call is redirected to the appropriate destination.	✓	✓	✓	✓
<b>Private Group Messaging</b>		✓	✓	✓
<b>Professionally Recorded Greeting</b> Nextiva offers a full recording studio to record your professional business greetings. Nextiva is happy to record any additional greetings for a fee.		1	3	3
<b>Push to Talk / Intercom</b> Push to talk allows you to call another person in your company, causing the phone to automatically answer. This allows you to immediately start a conversation with someone, similar to an intercom.	✓	✓	✓	✓

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<b>Sales Productivity Tools</b> Manage your sales leads and opportunities from a single view, no matter the lead source. Includes: Call Pop, Contact Management, Account History, Email Logs, Notes, Call Logs, Sales Pipeline Management, Custom Fields & Objects, Reporting & Analytics		✓	✓	✓
<b>Screen-Sharing</b>	✓	✓	✓	✓
<b>Service Productivity Tools</b> Manage your customer's entire support journey and all communications in a single platform. Includes: Advanced Roles & Permissions, Call Pop, Case Status & Priority Management, Link Cases to Accounts, Account Alerts / Email Notifications, Workflow Automation, Email Case Routing, Knowledge Base, & SLA Management		✓	✓	✓
<b>Service Reports &amp; Dashboards</b> Monitor critical metrics on one screen to get a deeper understanding of your call activity.			✓	✓
<b>Shared Line Appearance</b> Shared line appearance allows multiple phones to have your line assigned to them, so you can make and receive calls from your line at multiple locations. You can also make and receive calls on a different company line by assigning another person's line to your phone.	✓	✓	✓	✓
<b>Simultaneous Ring</b> Simultaneous ring lets you choose as many as 10 numbers that you want to ring when someone calls your work number. Each number is a separate line of service, so if you take a call on one of those lines the others are still open.	✓	✓	✓	✓
<b>Single Sign On</b> Seamlessly access all of Nextiva's web, mobile, and desktop applications using the same sign-on credentials.			✓	✓
<b>Team Messaging, Collaboration, and Video (Cospace)</b> Cospace is a simple, easy-to-use, collaboration app that enables teams to work from anywhere and keep communication, documentation, and tasks in one, virtual workspace. With the app, you chat, make calls (both audio and video), share files, assign tasks, schedule meetings, and manage your calendar.	✓	✓	✓	✓
<b>Team Presence</b> Instant message your coworkers via the Nextiva App, adjust your availability settings, and easily check the status of contacts to determine the best way to reach them.		✓	✓	✓
<b>Toll-Free Minutes</b> Receive a monthly allotment of toll-free minutes based on which plan you choose. Once the account has exceeded the allotted number of minutes, you'll be charged the standard toll-free minute rate.	1,500	3,000	12,500	12,500



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<b>Unlimited Video Conferencing</b> Get a conferencing solution with voice, video, and screen-share for up to 250 participants.		250 participants 16 on video	250 participants 16 on video	250 participants 16 on video
<b>Video Calling 1:1 (Unlimited)</b> Save travel time and costs when you connect face-to-face with other Nextiva App users with HD video calls.	✓	✓	✓	✓
<b>Video Conference Recording</b> Record video meetings to capture important conversations, presentations, or interactions.			✓	✓
<b>Visual Voicemail</b> Included in the Nextiva App, visual voicemail displays all voicemails and their details in one place where you can listen to and delete them without accessing your voicemail through the phone.		✓	✓	✓
<b>Voice Analytics</b> Nextiva Voice Analytics provides unprecedented visibility into your call data and team activity. Identify and analyze call trends with historical and real-time data to predict how the future will look to make more informed business decisions.			✓	✓
<b>Voicemail to Email Notifications</b> The voicemail to email feature forwards voicemails to a selected email address. You can listen to your voicemail messages directly from your computer or other portable device. You can also elect to receive an SMS notifying you that you've received a voicemail. Not available for HIPAA customers.	✓	✓	✓	✓
<b>Voicemail to SMS Notifications</b>		✓	✓	✓