

The Enterprise Cloud Contact Center for NetSuite

Whether you have 10 or 10,000 agents, we've got you covered!

- Drive More Sales
- Transform Customer Service
- Automate Workflows



Blended Voice, Live Chat, & ChatBots, SMS/MMS, Fax, Email



Blended Screen Pops, CRM Power Dialer, IVR Self-Service, SMS Alerts



Complete Cloud Systems with IVR, ACD, Intelligent Routing, Bundled VoIP



Comprehensive Agent and Queue reports, Real-time Dashboards & Alerts!



Multichannel features that are easy to use



VoIP and WebRTC Support in over 150 Countries



Made for the Cloud, proven performance



Global scalability with no hardware to maintain

Trusted by Leading Global Brands















Enterprise Suite, SME Price Point!

No Extra Costs. No Hidden Anything. Pay Per User

<p>5-50 USERS</p> <p>\$99</p> <p>Per User Per Month 10% discount on annual plans</p> <p>Contact Sales</p>	<p>51-99 USERS</p> <p>\$89</p> <p>Per User Per Month 10% discount on annual plans</p> <p>Contact Sales</p>	<p>100+ USERS</p> <p>\$79</p> <p>Per User Per Month 10% discount on annual plans</p> <p>Contact Sales</p>
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Our Contact Center packages include all features out of the box.
Stand-alone PBX add-ons are available at a discounted rate of \$10 monthly per user.

Every Feature In Every Plan.

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|  <p>MULTICHANNEL SCREEN POPS
Pop up any NetSuite screen (Case, Contact, Sales Order, etc.) by queue or channel</p> |  <p>CLICK-TO-DIAL
No more dialing! Click a phone # in NetSuite and Contivio will call</p> |
|  <p>POWER DIALER with SCREEN POPS
Launch Preview & Predictive dialing campaigns from NetSuite Marketing Lists</p> |  <p>LINK-TO-CALL
Save your call activity to any record in NetSuite (Cases, Contacts, etc.)</p> |
|  <p>DYNAMIC SMS UPDATES
Automatically text customers when their order ships or case is complete</p> |  <p>ACTIVITY LOGGING
Automatically save call recordings notes and dispositions in NetSuite</p> |
|  <p>AUTO-PAUSE CALL RECORDING
Pause call recording automatically when using the Credit Card field in NetSuite</p> |  <p>CASE MANAGEMENT
Screen pop a new or existing case based on the customer's phone #</p> |
|  <p>SELF-SERVICE IVR
Provide an automated status update based on order or case field in NetSuite</p> |  <p>SCHEDULED CALLS
Book calls in NetSuite and Contivio offers the call at the scheduled time</p> |
|  <p>LEAD AUTO-DIALER
Automatically dial a new lead minutes after a web form is submitted</p> |  <p>POST-CALL SURVEYS
Survey customers over the phone or via SMS and save responses in NetSuite</p> |