

Switchvox Cloud® vs



All features, every user. With Switchvox Cloud, you get contact center features, mobility, call control, and collaboration tools included with every user – for the same price. Switchvox Cloud is a hosted phone system that delivers the customer experience your business demands at a price point you can afford.

While Jive claims to include all features for every user, **this is not entirely true.** To take advantage of Jive's call recording capabilities, customers must provide their own separate storage account. They also charge a **fee of \$20 per user** for mobility applications.

Straight-forward pricing. Most hosted phone systems are one-size-fits-all products that offer little or no room for flexibility. And stacked pricing means you pay more for “add-on” features that are business-critical. With Switchvox, you get every feature for every user without complicated pricing models.

Jive has a tiered pricing model ranging from \$19.95 to \$29.95 per device. They explain that **each registered device and phone number will have a monthly fee.** The monthly fees will depend on the number of users you have and what features you will need.

Deploy how you want. Switchvox Cloud eliminates having to migrate to a completely new system or invest in a costly and time-consuming forklift upgrade if your company outgrows its hosted deployment. You can move seamlessly from Switchvox Cloud to on-prem (or a hybrid solution) with no change to your user experience.

Jive only offers a Cloud solution, thus limiting their customers to expensive upgrades if a hosted system no longer makes the most sense. Not to mention the fact that they would need to rebuild every extension, IVR and call queue from scratch!

You make the choice. Switchvox Cloud offers pricing plans for every company and every budget. Choose our **Unlimited plan** or go with the **Metered** option – it's up to you and what makes the most sense for your business.

With Jive, customers are limited in their choices. The only offering available is the “Unlimited” offering – which is not always the best decision for a business. Metered extensions are a cost-effective choice for companies that make very few outbound calls.

Simple Call Management. Every user on Switchvox Cloud gets Switchboard – a fully customizable, interactive productivity tool that gives users a bird's-eye view into the phone system with features like click-to-dial, visual voicemail, see and change status and much more!

By not having any type of dashboard available for their customers, **Jive is at a major disadvantage when it comes to quick and simple call management.** Users are limited to their desk phones for any type of call control and there is no option to see presence or chat with co-workers.

End-to-end solution. With Switchvox Cloud, you have the option to use Digium IP phones. Engineered and designed to work with Switchvox, Digium IP phones give you robust features like status, call queue, visual voicemail apps, and visual parking lots. You can purchase the phones outright, or choose to take advantage of our rental program.

Jive relies on third-party phones to integrate with their service. The Support team does not have intimate knowledge of all components of these phones. Jive, therefore, is *not* capable of providing an end-to-end cloud service that ensures an optimized user experience.

Try before you buy. Take advantage of our **30-day risk-free trial.** If you like the service, we'll expand it for your company size and you'll be on your way. Decide you need to think about it, just return any trial phones to us within 10 days and you won't be charged a dime!

Jive does not offer any type of free trial to test the service to make sure it is a good decision for your business. A free trial allows users to see the value of the service and to influence their buying decision. Would you buy a car without test-driving it? Didn't think so.



Sounds too good to be true? Schedule a live demo and see for yourself!

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