



Nextiva Call Center

Agent Guide

VERSION 3.0

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Product summary

Nextiva Call Center provides borderless communication features including basic communication features (voice, fax, mobile apps, and team presence), in addition to advanced inbound features, such as ACD statuses, customizable call center routing options, and unique messaging configurations.

Logging in

Visit www.nextiva.com, and click **Client Login** to log in to NextOS.

If you purchased Nextiva business voice service before December 2020, be sure to refer to the [Call center controls in Nextiva Voice](#) section.

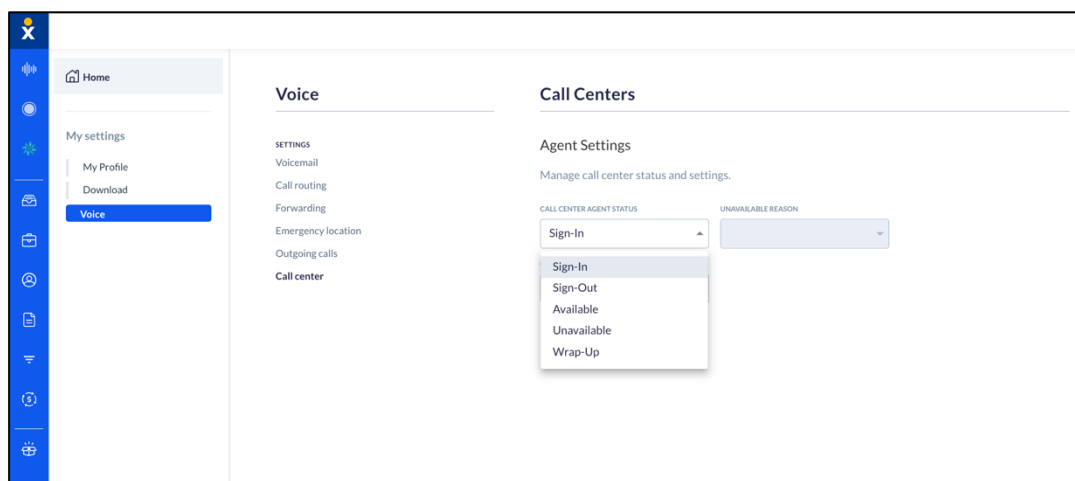
If purchased after December 2020, refer to the [Call center controls in NextOS](#) section below.

Call center controls in NextOS

Manage your call center status and the outbound number directly from NextOS.

From the NextOS home page, click **Voice > Call Center**.

From here you can change your call center status and the outbound number to display when making outbound calls.



Call center controls in Nextiva Voice

From the Nextiva Voice user home page, click **Call Center** at the top of the dashboard to access the **Call Center Agent Settings**.

Here, you can change your **Call Center Agent Status** and the **Alternate Outbound Number** from this screen, including all assigned call center queue details.

NOTE: Administrators have the option to block agents from joining/leaving call center queues, if desired.

The screenshot shows the Nextiva user interface for 'Call Center Agent Settings'. The user is identified as Jason Smith. The interface includes a sidebar with navigation options: Profile, Features, and Call Center. The main content area is titled 'Call Center' and contains a modal window for 'Agent Settings'. This modal includes a dropdown for 'Call Center Agent Status' (set to 'Sign-Out'), a text field for 'Unavailable Code' (set to 'None'), and a checkbox for 'Alternate Outbound Number'. Below the modal is a 'Call Center Status' table with columns for 'Join/Leave', 'Call Queue Name', 'Phone Number', and 'Extension'. A single row is visible for 'AmazingCallQWOW' with a checked 'Join/Leave' box, phone number '8559786079', and extension '79'. A note at the bottom states: 'Call centers that you cannot join/leave have this option disabled in the call center settings.'

Join/Leave	Call Queue Name	Phone Number	Extension
<input checked="" type="checkbox"/>	AmazingCallQWOW	8559786079	79