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# Connecting to Your Nextiva Call Center Configuration Portal

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# Choose the image that looks most like your screen once
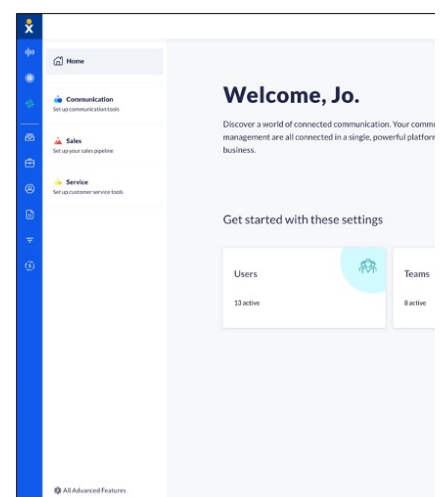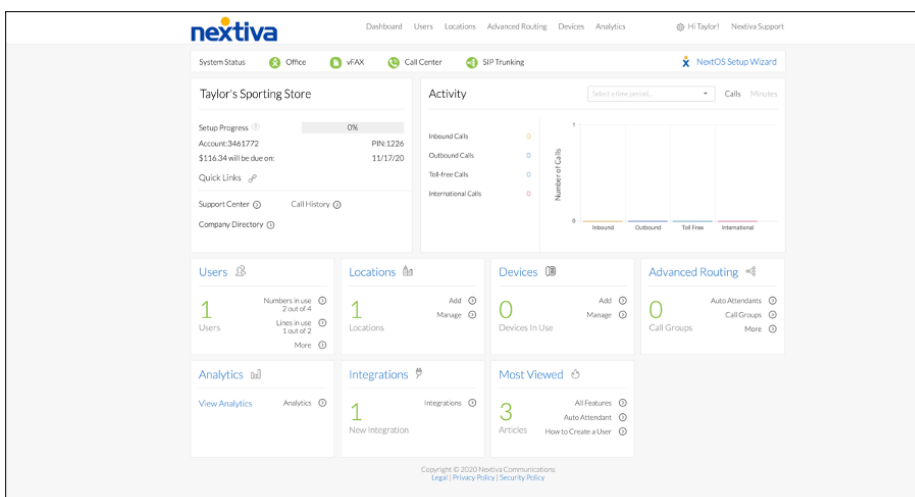
The Nextiva Call Center Configuration Portal is where you make adjustments to your Call Centers. You can access the Configuration Portal from the Nextiva Voice Admin Portal.

**To Connect to Your Call Center Configuration Portal:**

From the Nextiva Voice Admin Dashboard, highlight **Advanced Routing** and select **Call Center Locations**.
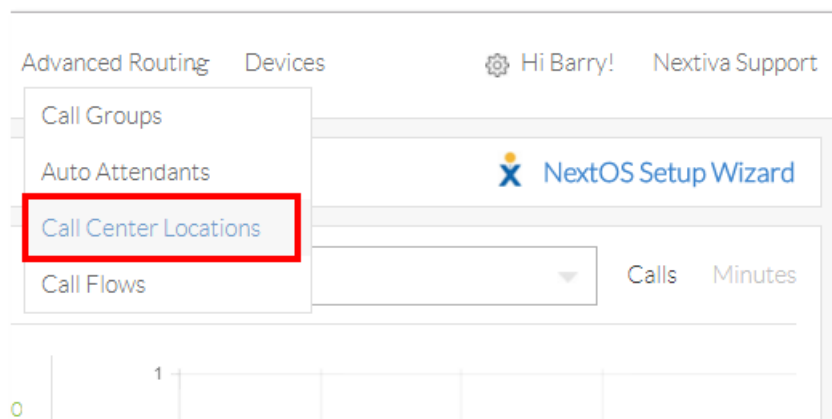
Select the **Log In** button on the location that has Call Centers you wish to adjust.
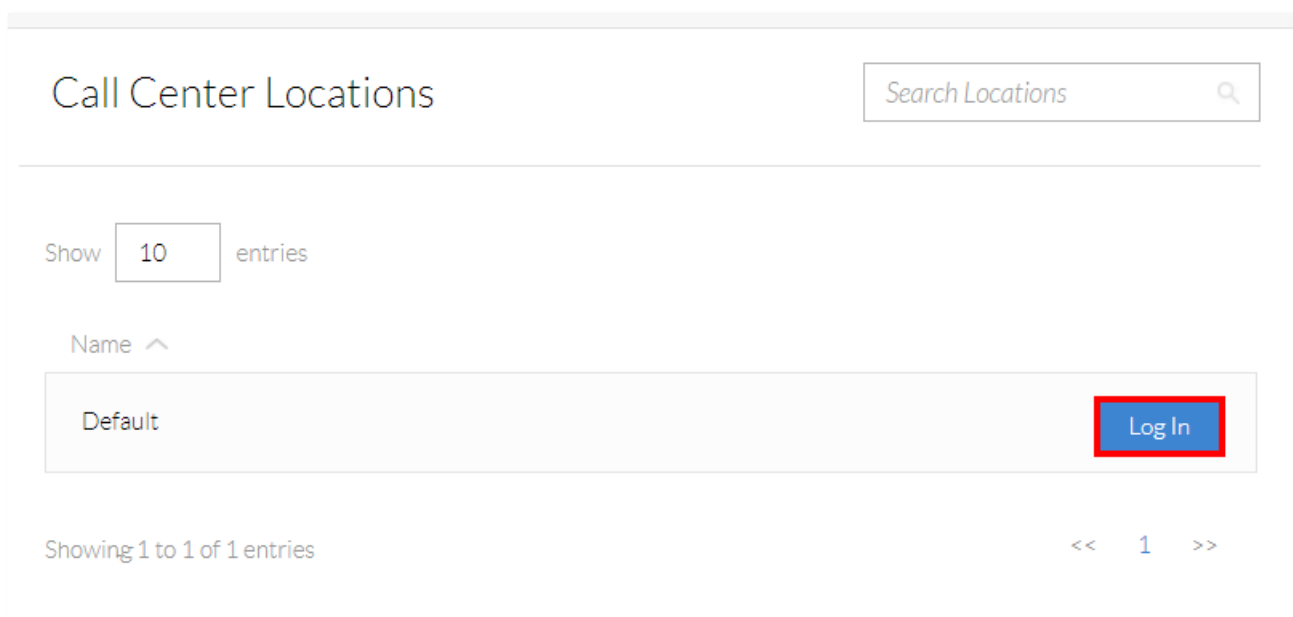
The Configuration Portal launches in a new tab for convenience. Select **Call Center** on the left Navigation Pane to navigate to your Call Centers, then select **Call Centers** under the **Basic** column.
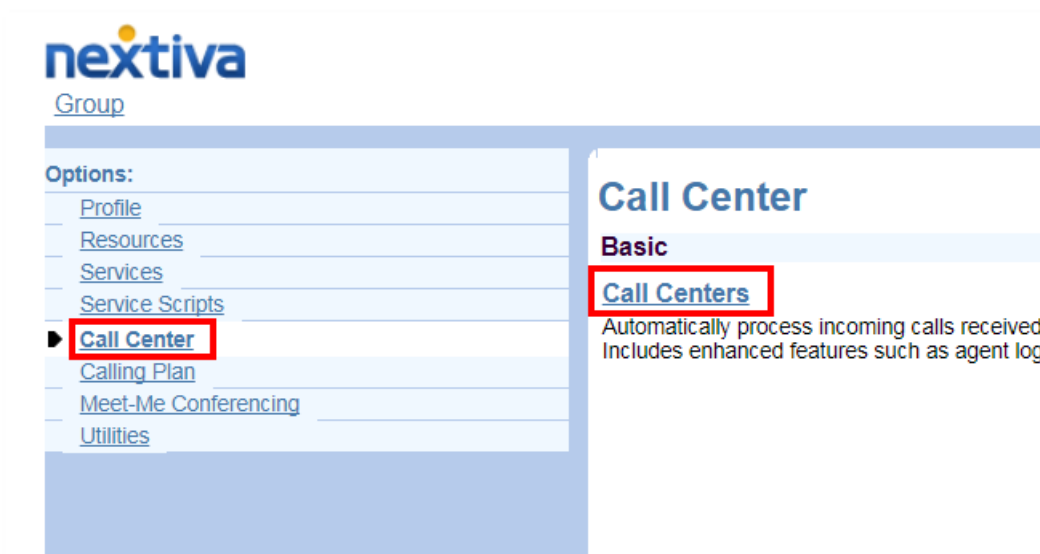
Click **Edit** to the right of the call center you want to make adjustments to, or just click the name.

The Call Center Profile page provides access to other features to modify your call center settings. Adding agents, supervisors, and configuring routing are some examples of tasks that can be completed through the Call Center Profile page.

Download:

Call Center Admin Guide

Below are a few articles on how to set up common Nextiva Call Center features:

Assigning Supervisors to a Call Center

Adding an Agent to a Call Center

Upload Call Center Announcements

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