



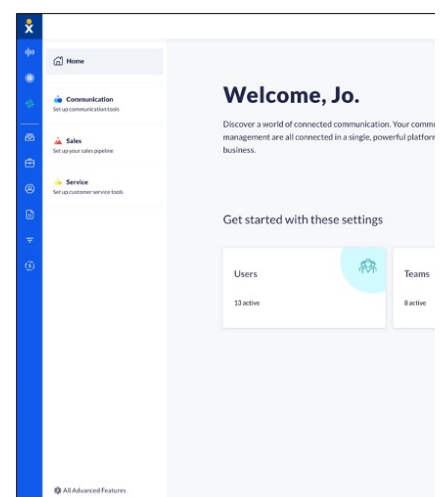
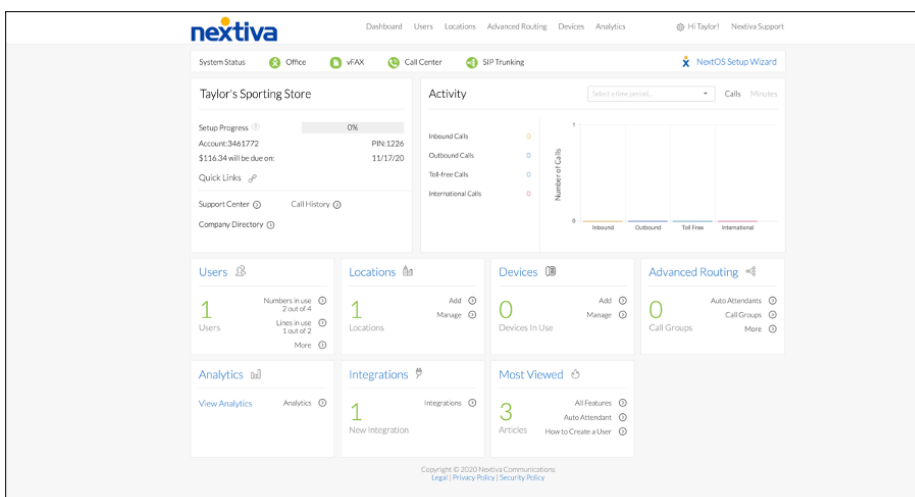
## Connecting to Your Nextiva Call Center Configuration Portal

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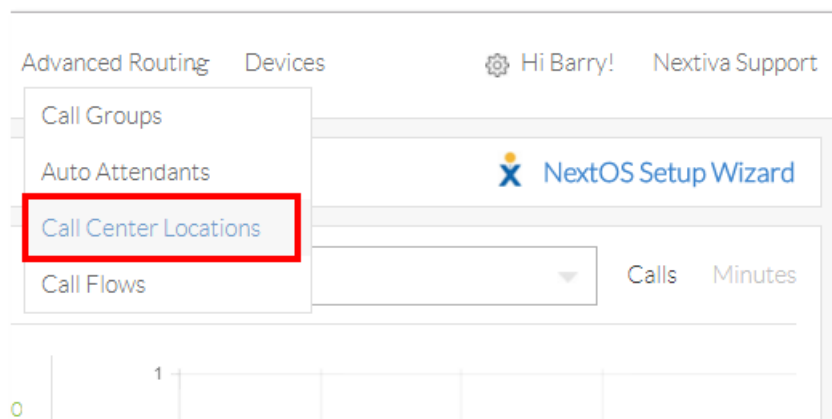
## Choose the image that looks most like your screen once



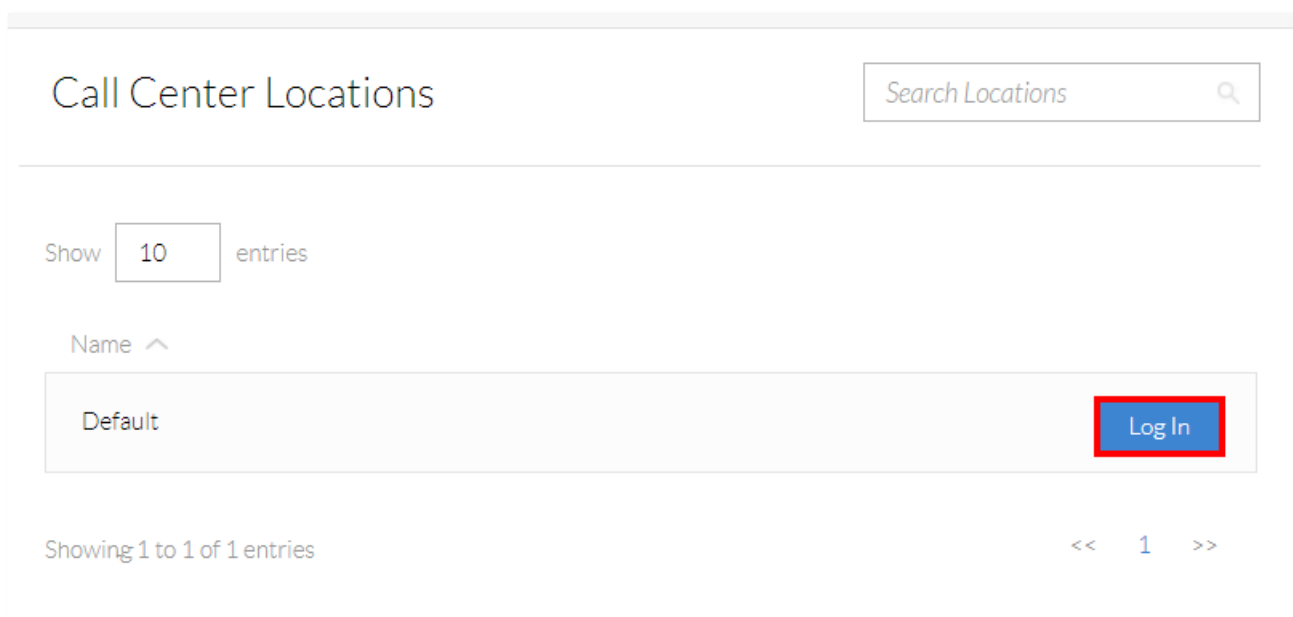
The Nextiva Call Center Configuration Portal is where you make adjustments to your Call Centers. You can access the Configuration Portal from the Nextiva Voice Admin Portal.

## To Connect to Your Call Center Configuration Portal:

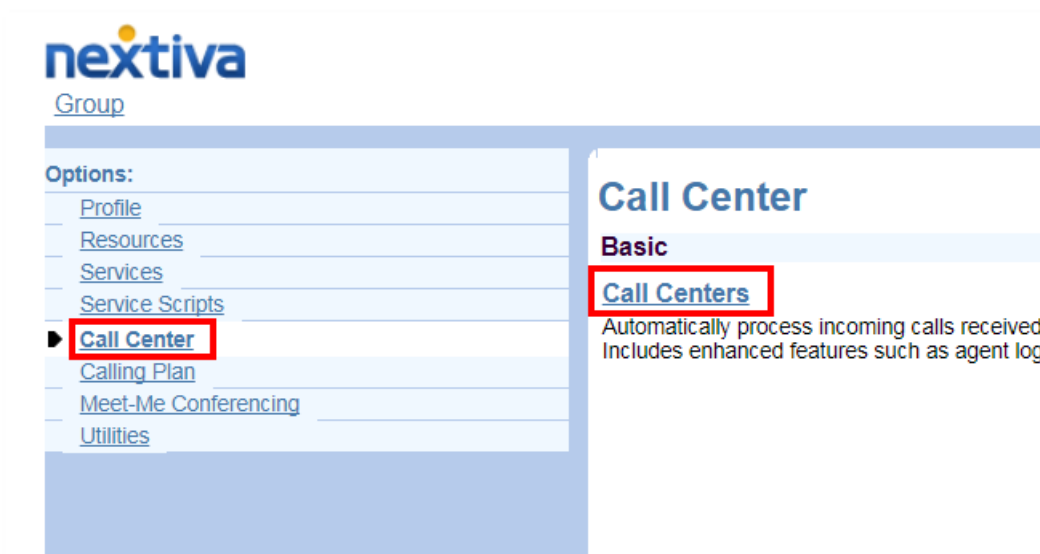
From the Nextiva Voice Admin Dashboard, highlight **Advanced Routing** and select **Call Center Locations**.



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.

## Call Centers

Create a new call center or manage existing call centers. You can configure a call center to allow agents to log in and out, to queue incoming calls that cannot be answered immediately, to re-direct calls when the group cannot accept calls, and to provide music or video for callers on hold.

OK	Apply	Add Basic	Add Standard	Add Premium	Add Call Center Wizard	Cancel	
Active	Name	Type	Video	Phone Number	Extension	Department	Edit
<input checked="" type="checkbox"/>	Basic Call Center	Basic			9500		<a href="#">Edit</a>
<input checked="" type="checkbox"/>	Joe's Printer Ware...	Premium	✓		823		<a href="#">Edit</a>
<input checked="" type="checkbox"/>	StandardTest	Standard			2000		<a href="#">Edit</a>
OK	Apply	Add Basic	Add Standard	Add Premium	Add Call Center Wizard	Cancel	

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.



Group > Call Centers : JoesPrinterWarehouse

### Options:

- Profile
- Routing Policies
- Calling Plans
- Messaging
- Utilities
- Communication Barring

## Profile

### Basic

#### Profile

Display and configure profile information for this call center.

#### Addresses

Display and configure information such as phone number, extension, and identity/device profile for this call center.

#### Agents

Configure the list of agents who may join this call center.

#### Announcement Repository

Manage the announcements for this call center

#### Password

Configure the web access and voice portal password for this call center.

#### Status & Statistics

Display this call center's status & statistical data.

#### Supervisors

Configure the list of users who may supervise this Call Center.

#### Thresholds

Configure key statistical call center thresholds and setup notification email.

#### Announcements

Load or modify the call center announcements.

#### Voice Portal

Change voice portal options of the call center.

### Advanced

#### Call Application Policies

Select Call Control Applications enable

#### Call Policies

Configure user Call Policies

#### Distinctive Ringing

Configure the call center distinctive rin

#### DNIS

Configure DNIS numbers for a call cer

#### Queue Status Notification

Configure status sent to agent devices

#### Call Disposition Codes

Configure the call center call dispositio topics.

Download:



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](#)

Manuals+.