



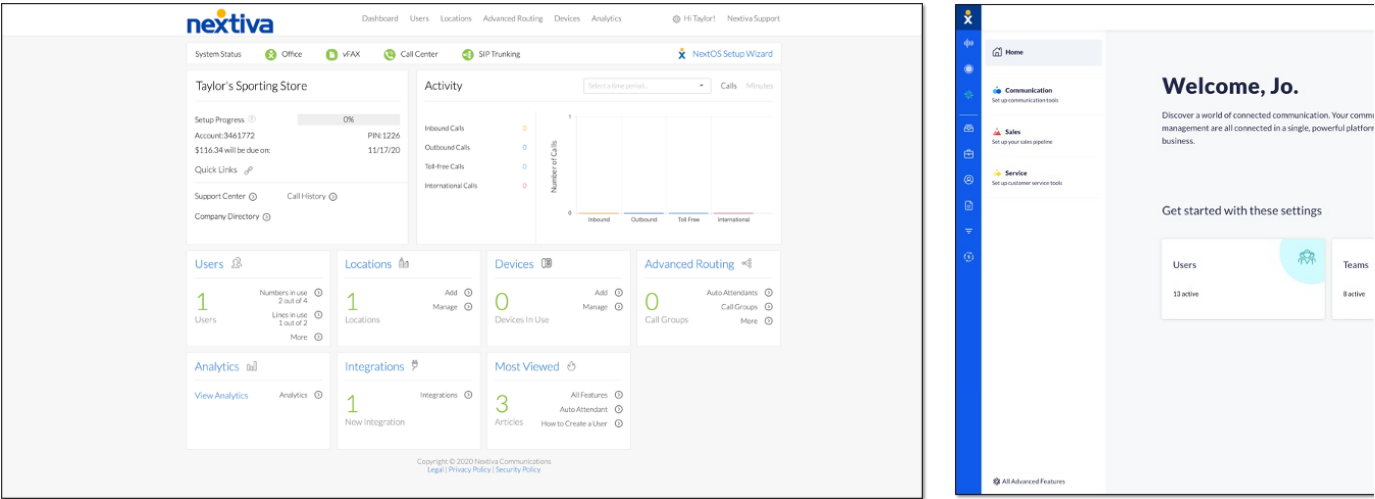
# Creating a Basic Call Queue with the Call Center Wizard

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# Choose the image that looks most like your screen once



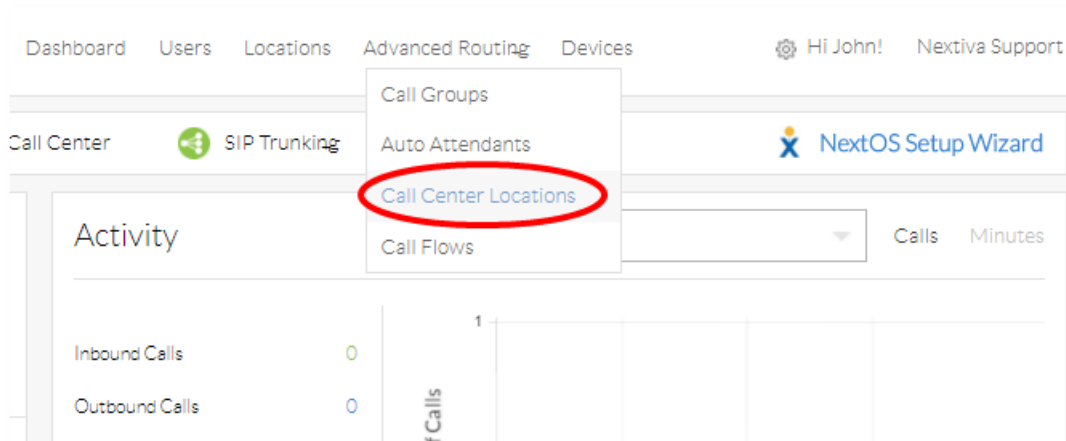
The Call Center Wizard is a convenient way to set up a Call Center, guiding you through initial setup, call routing, and assigning agents.

There are three types of Call Centers configurable through the wizard:

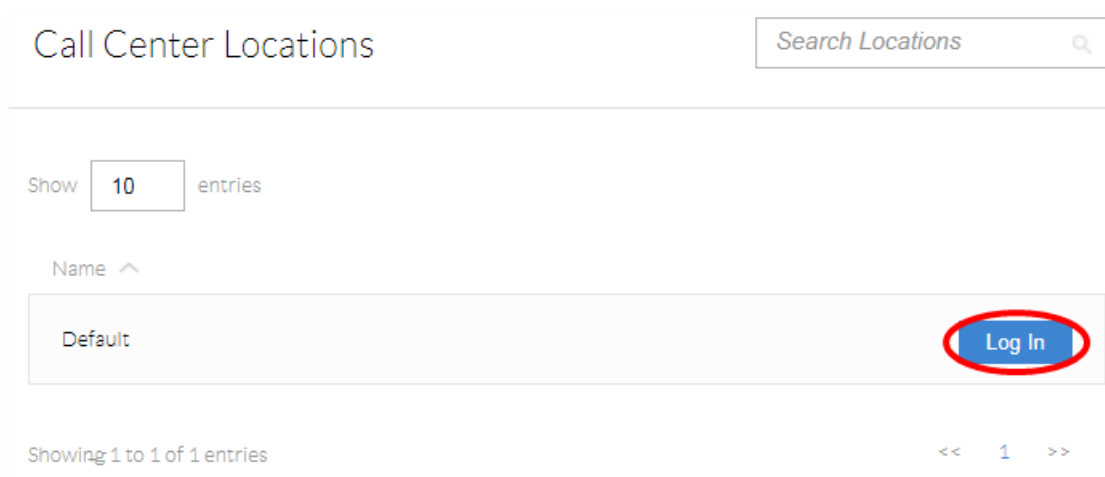
- **Call Queuing (Basic):** Comes with features like entrance announcement, call distribution policies and inbound call information. Voicemail and forwarding are also included features.
- **Call Center Pro (Standard):** Comes with all Basic features and ACD sign in and sign out functions, as well as additional support for optional features like call recording, and Supervisor Dashboard.
- **Call Center Enterprise (Premium):** Supports all features of Call Center, with advanced features like inbound DNIS, and silent monitoring.

## To Setup a Basic Call Center Through the Wizard:

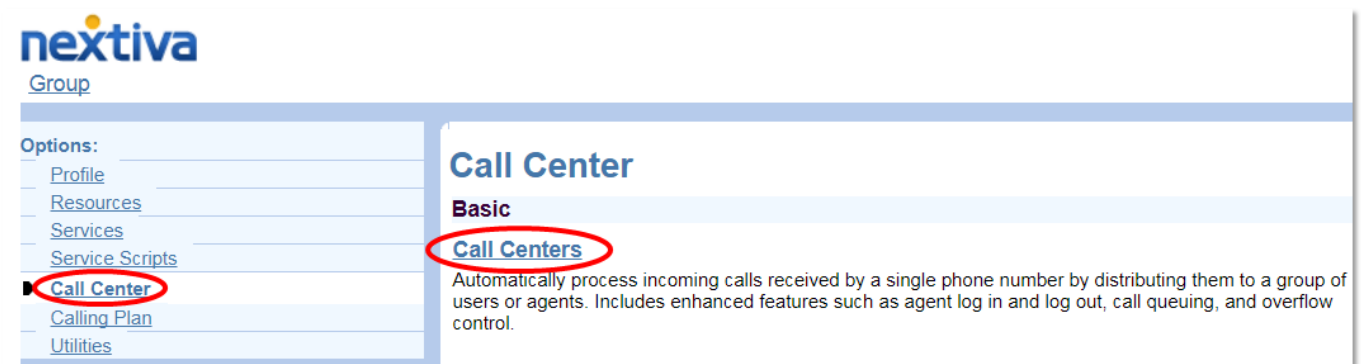
From the Nextiva Voice Admin Dashboard, hover over **Advanced Routing**, then select **Call Center Locations**.



Select the **Log In** button on the location with Call Centers you wish to adjust.



Once the Configuration Portal launches in a new tab, select **Call Center** on the left Navigation Pane, then select **Call Centers** under the **Basic** column.



You will see a list of Call Centers on the next page. To begin the Call Center Wizard, click the **Add Call Center Wizard** button.

Active	Name	Type	Video
<input checked="" type="checkbox"/>	Joe's Computer War...	Premium	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Joe's Printer Ware...	Premium	<input checked="" type="checkbox"/>

Select the **Basic** radio button, then click **Next**.

Call Center Type: ☒ Basic - Offers basic queuing capabilities

☐ Standard - In addition to offerings in Basic, this offers elements such as agent states, supervisors and reporting

☐ Premium - In addition to offerings in Standard, this offers features such as night service and other policies

The next screen will be the first of a three-step process to configure the new Call Center.

Call Center Type: Basic

Call Center ID: BasicTestCenter2 [Change User ID \(Also saves current screen data\)](#)

\* Name: Basic Call Center

\* Calling Line ID Last Name: Call Center \* Calling Line ID First Name: Basic

Department: None Language: English

Time Zone: (GMT-07:00) US Arizona Network Class of Service: None

Group Policy: ☐ Circular ☒ Regular ☐ Simultaneous ☐ Uniform ☐ Weighted Call Distribution

Bandwidth and QoS Settings

Preferred announcement / music codec for external calls: None

Preferred announcement / music codec for internal calls: None

- **Call Center ID:** This unique ID assists in routing calls. The Call Center ID needs to be alpha-numeric with no special characters and no spaces.
- **Name:** A friendly name for the Call Center.
- **Calling Line ID:** When someone calls the Call Center, this is the name displayed on the receiving agent's device.
- **Initial Password:** This password will be used with third-party integration services.
- **Department:** Gives administrators the ability to departmentalize their phone system, a key component to Unity.
- **Language:** Currently English is the only language package Nextiva has available.

- **Time Zone:** Used for scheduling functions, reporting, and time-dependent call routing.
- **Group Policy:** Controls how incoming calls will ring to agents. There are five different types to choose from:
  - **Circular:** Sends the calls to agents one at a time, moving down the list of agents until someone answers. The next call will start ringing the agent where the last call left off.
  - **Regular:** Rings the agents one at a time, always trying the agent at the top of the list and working its way down.
  - **Simultaneous:** Rings all of the agents at the same time.
  - **Uniform:** Agent phones ring one at a time in the order of idle time. The Call Center offers the next call to the agent who has been off the phone the longest.
  - **Weighted Call Distribution:** Assigns each agent a percentage. The Call Center will then try to distribute the calls based on the configured agent percentages.

Additional settings on this screen include:

The screenshot shows a configuration window with two main sections: 'Call Center Settings' and 'Agent Settings'. In the 'Call Center Settings' section, 'Queue Length' is set to 15 calls. There are checkboxes for 'Play ringing when offering call' (checked), 'Reset caller statistics upon entry to queue' (unchecked), 'Enable video support' (unchecked), and 'Allow callers to dial 0 to escape out of queue' (checked). The 'Agent Settings' section has checkboxes for 'Allow agents to join Call Centers' (checked) and 'Allow Call Waiting on agents' (unchecked).

- **Queue Length:** This limits the number of people that can wait in queue for an agent. Calls will follow overflow treatment when the queue length is reached. Basic Call Centers can have a maximum of 25 callers in queue.
- **Enable Video Support:** This feature is not supported.
- **Play Ringing When Offering Call:** Once an agent becomes available, the caller will hear ringing instead of hold music while the call connects.
- **Allow Callers to Dial “0”:** If a caller presses 0, they will hear the Call Center voicemail. Configuring the Call Forwarding Busy option inside of the Call Center changes this option. When deselected, nothing will happen when the customer presses 0.
- **Reset Caller Statistics:** Resets an internal timer that tracks how long a caller has been waiting in the queue when transferring calls from one Call Center to another using Overflow or Bounce routing policies.
- **Allow Agents to Join Call Center:** Call Center agents can join and remove themselves from their assigned Call Centers.
- **Allow Call Waiting on Agents:** Sends calls to agents who are already on a call.

After finishing filling out the required fields, select the **Next** button.

This screenshot is a close-up of the 'Agent Settings' section from the previous image. It shows the 'Allow agents to join Call Centers' checkbox checked and 'Allow Call Waiting on agents' unchecked. Below the settings, there are three buttons: 'Cancel', 'Next >', and 'Finish'. The 'Next >' button is circled in red to indicate it should be selected.

To reach the Call Center, you will need to assign an extension. Additionally, a direct phone number can be

assigned to the call center so it can be reached from outside your organization

**Call Center Setup: Step 2 of 3 - Configure Addresses** [Help](#) - [Close](#)

Addresses allows you to view and maintain your phone number and other identities that are used to make and receive calls.

Buttons: Cancel, < Back, Next >, Finish

Phone Number: **None** ▼

Extension: 9500

Aliases . sip: [ ] @ nextiva.com ▼

sip: [ ] @ nextiva.com ▼

sip: [ ] @ nextiva.com ▼

Buttons: Cancel, < Back, **Next >**, Finish

To assign agents, click the **Search** button in the upper-right to bring up all of the Agents in the **Group** that can take calls. Select the Agents desired and click the **Add** button. The Agents move from the **Available Agents** field to the **Assigned Agents** field.

**Call Center Setup: Step 3 of 3 - Assign Agents** [Help](#) - [Close](#)

Configure the list of agents that belong to this call center. Users are available if they have been assigned an appropriate Call Center feature. Users with Call Center - Basic may be assigned to Basic call centers. Users with Call Center - Standard may be assigned to Basic or Standard call centers. Users with Call Center - Premium may be assigned to any call center.

Buttons: Cancel, < Back, Finish

Enter search criteria below

User ID ▼ Starts With ▼ [ ] + **Search**

**Available Agents**

Williams, Joe (joe.call.center) ▲

**Assigned Agents**

Taylor, Katy (katy.call.center) ▲

**Add >**

Remove <

Add All >>

Remove All

Move Up Move Down

Buttons: Cancel, < Back, **Finish**

Click **Finish** to create the Call Center.

Your Call Center is now set up and configured! The next steps include configuring [Announcements](#) and having [Agents join the Call Center](#).