Creating a Standard Call Center with the Call Center Wizard

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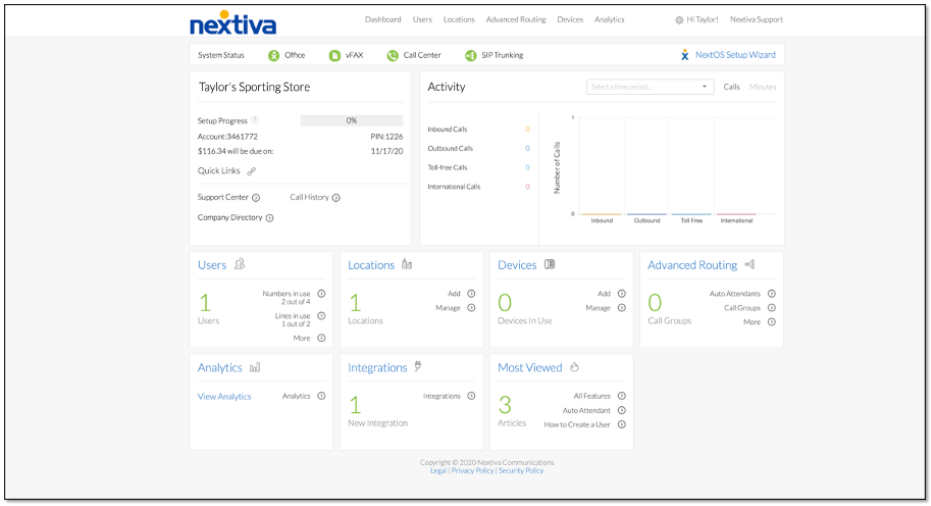
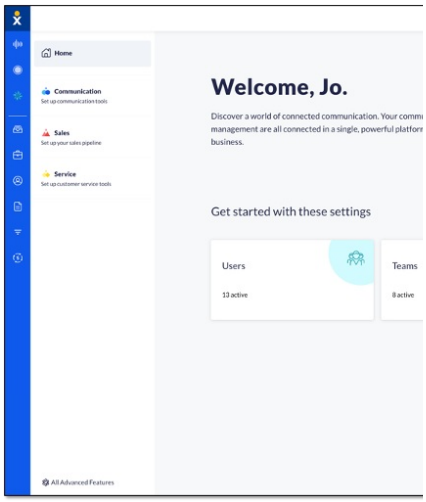
Choose the image that looks most like your screen once





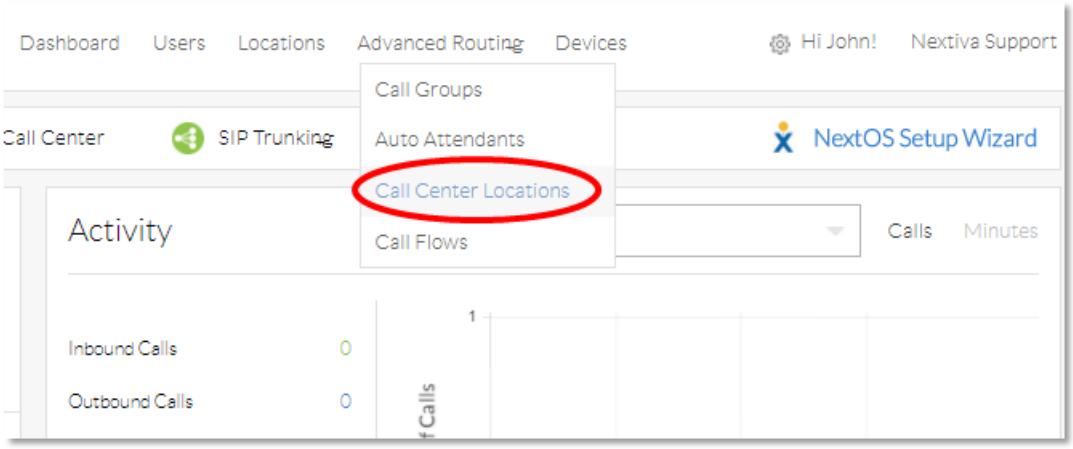
The Call Center Wizard is a convenient way to set up a Call Center, guiding you through initial setup, call routing, and assigning agents.

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

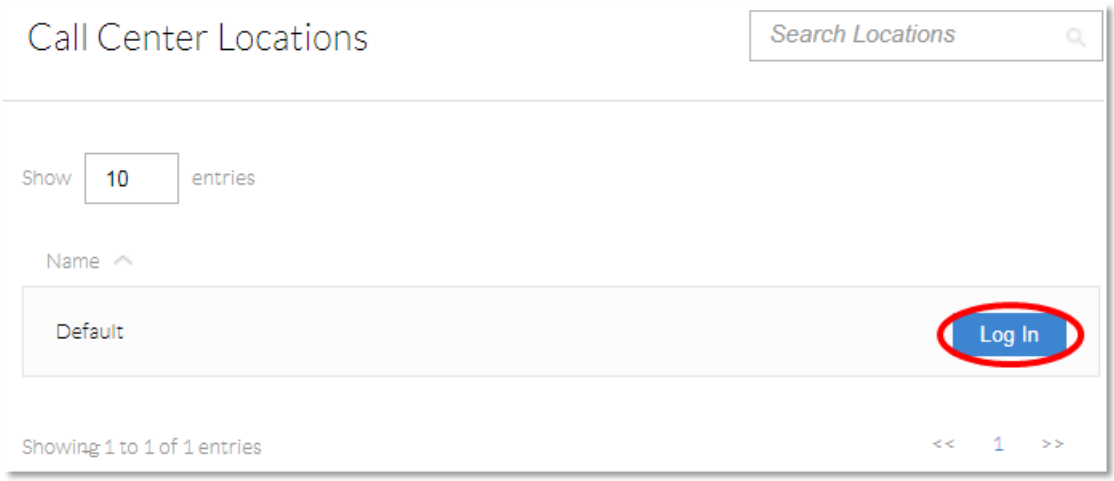
- **Call Queuing (Basic):** Comes with features like entrance announcement, call distribution policies and inbound call information. Voicemail and forwarding are also included features.
- **Call Center Pro (Standard):** Comes with all Basic features and ACD sign in and sign out functions, as well as 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 Standard Call Center Through the Wizard:

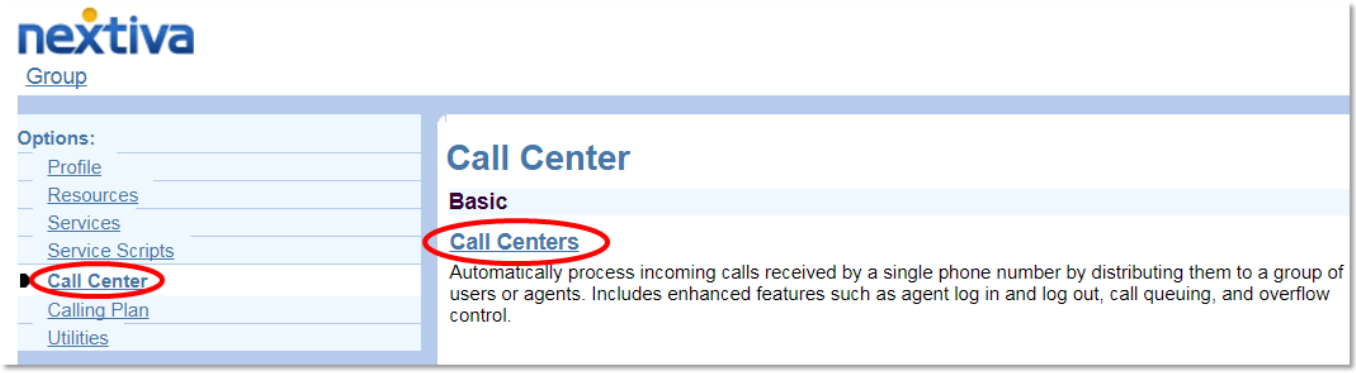
From the Nextiva Voice Admin Dashboard, hover over **Advanced Routing,** then select **Call Center Locations**.



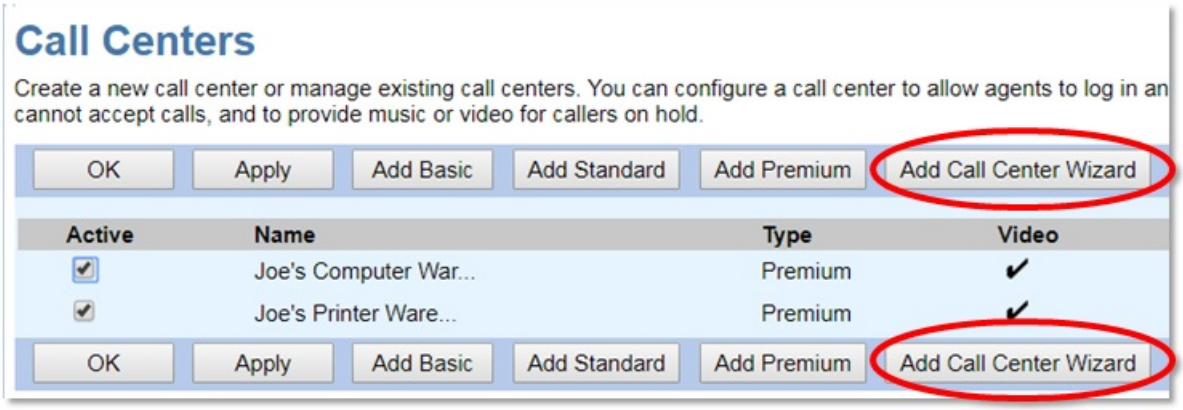
Select the **Log In** button on the location with Call Centers you wish to adjust.



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.

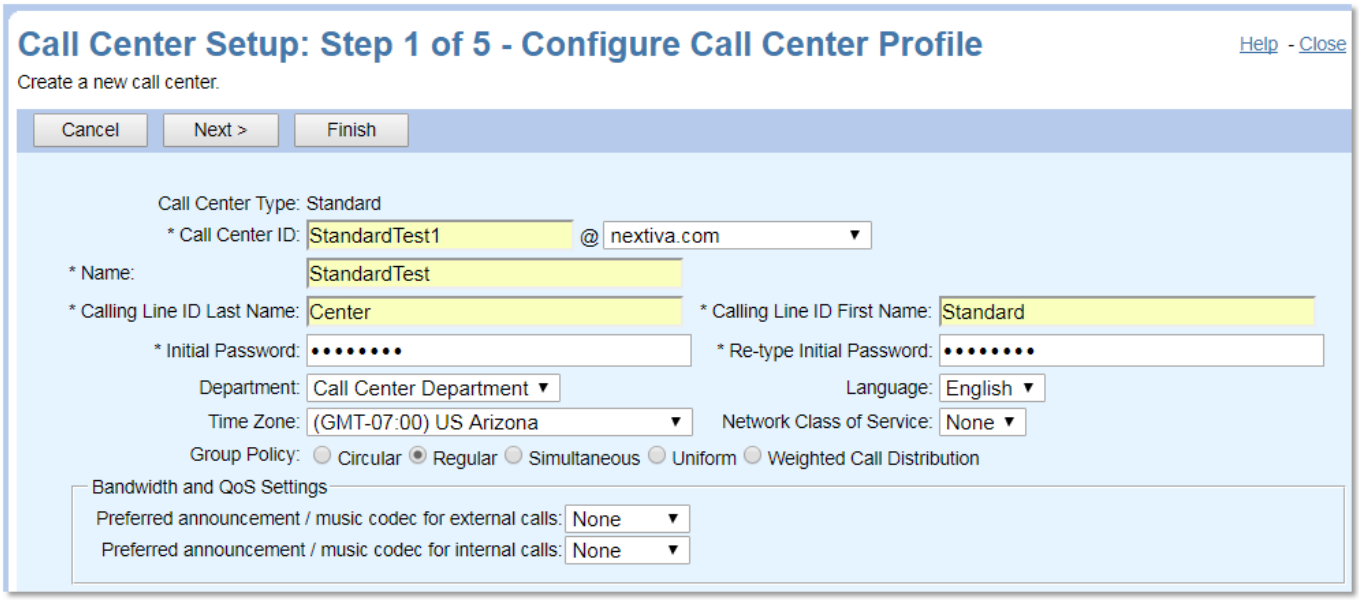


You will see a list of Call Centers on the next page. To begin the Call Center Wizard, click the **Add Call Center Wizard** button.



Select the **Standard** radio button, then select **Next**.

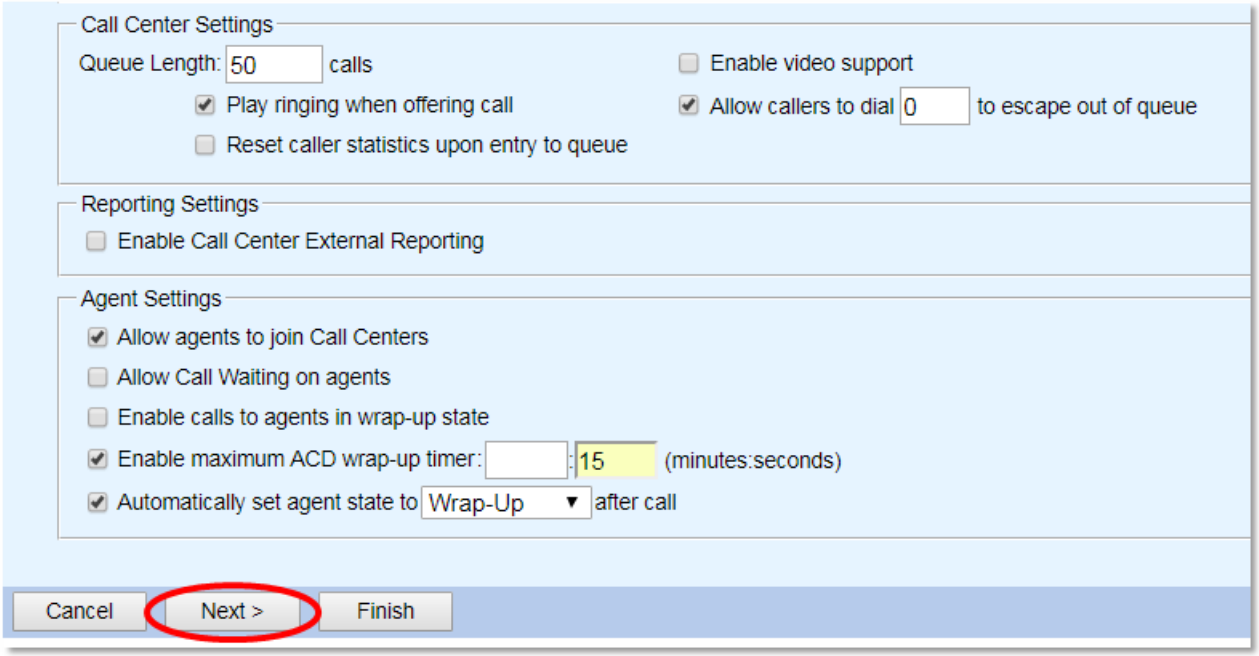
The next screen will be the first of a five-step process to configure the new Call Center.



- **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:** 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.

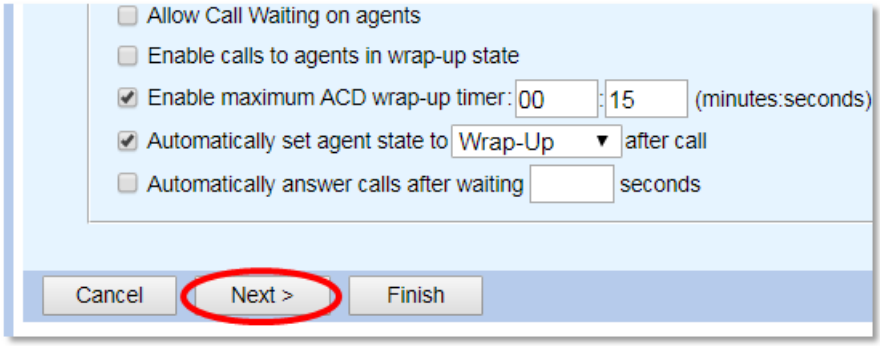
Additional settings on this screen include:



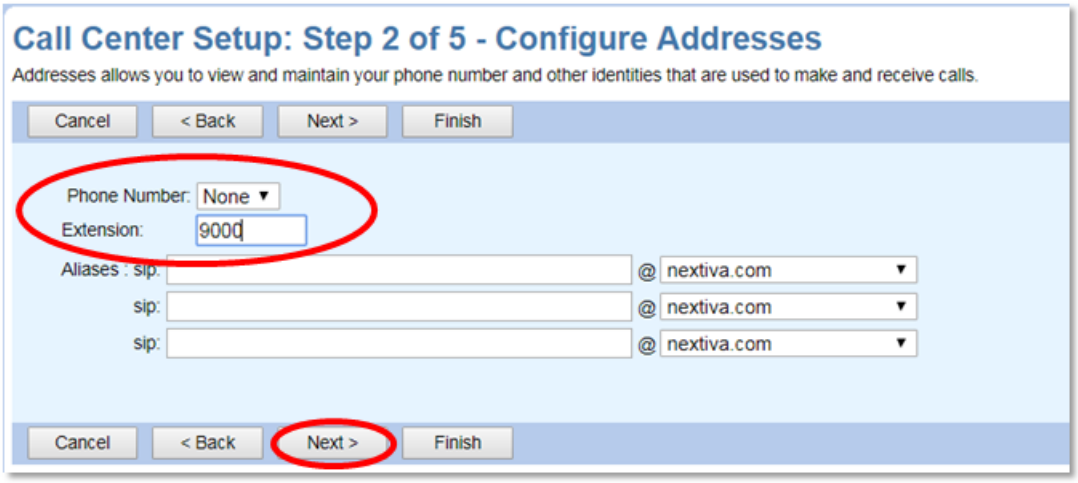
- **Queue Length:** This limits the number of people that can wait in queue for an agent. Calls will follow overflow treatment when the queue length is reached. Basic Call Centers can have a maximum of 50 callers in queue.
- **Enable Video Support:** This feature is not supported.
- **Play Ringing When 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**, he/she 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.
- **Enable Calls to Agents in Wrap-Up:** Agents will still get calls, even in Wrap-up. Wrap-up is the time the agent has after each call before the next call.
- **Maximum Wrap-Up ACD timer:** The maximum amount of time after the end of a call before the agent is back in the queue.
- **Automatically Set Agent to State:** Administrators can choose between available, unavailable, and wrap-up.

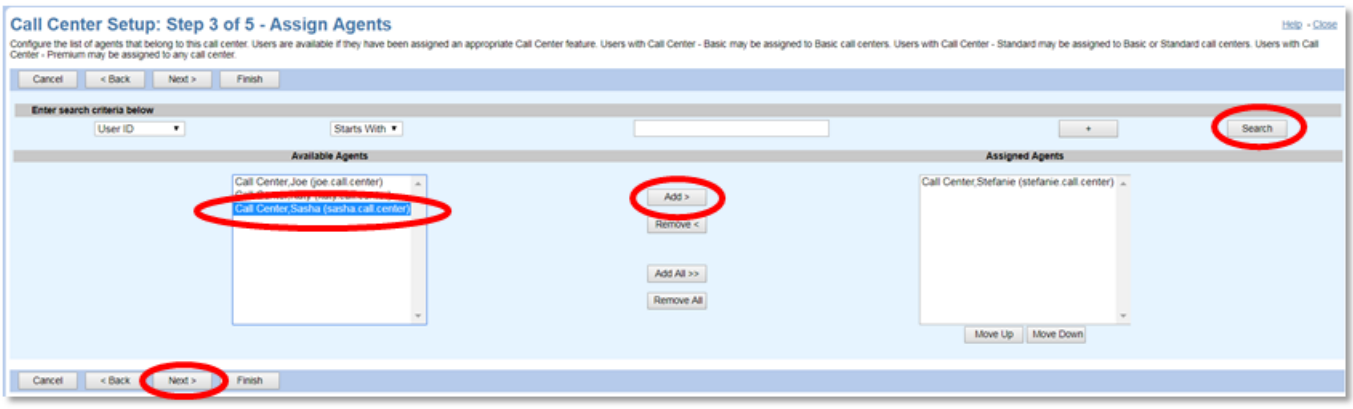
After filling out the required fields, select the **Next** button.



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

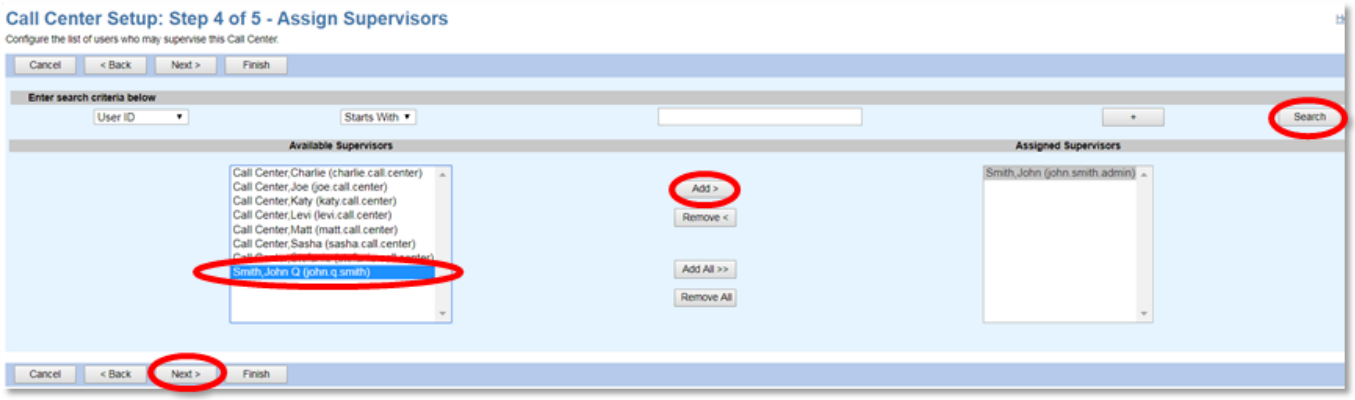


To assign Agents, click the **Search** button in the upper-right to show all of the Agents in the **Group** that can take calls. Select the Agents desired and click the **Add** button. The Agents move from the **Available Agents** field to the **Assigned Agents** field. Click **Next** when finished assigning Agents.

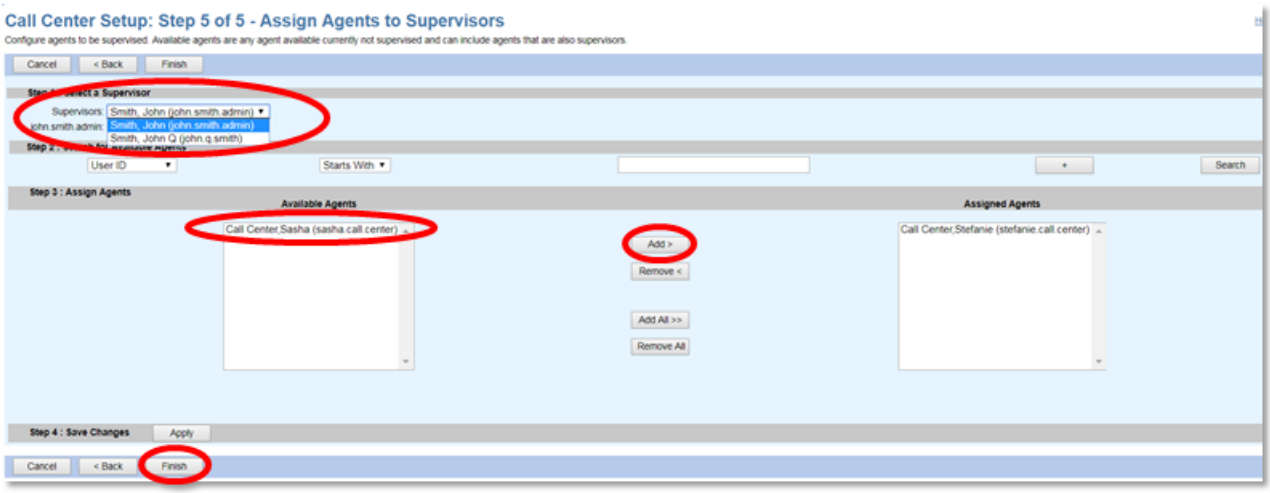


Next, you can assign supervisors to monitor agents. Click the **Search** button to bring up all of the Agents in the

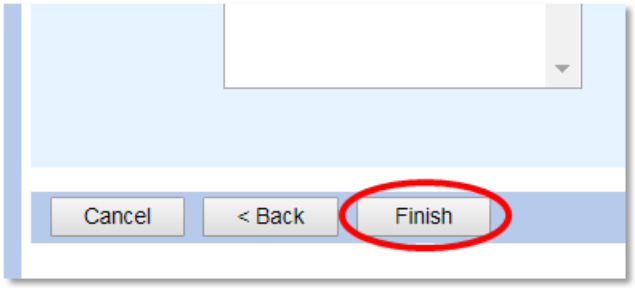
Group that can be assigned as supervisors. Select the Agent(s) desired and select the **Add** button. The employee(s) move from the **Available Supervisors** field into the **Assigned Supervisors** field. Then click **Next**.



From the drop-down field in the upper left-hand corner of the screen, select a Supervisor. Select the **Search** button to the far right. A list of available agents to supervise is displayed in the **Available Agents** field. Select the Agent(s) to supervise, then click the **Add** button in the middle.



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**.

Manuals+,