

NEXTIVA CONTACT CENTER
CALL CENTER

A G E N T
W O R K D A Y
Q U I C K S T A R T G U I D E

SERVICE DELIVERY CUSTOMER TRAINING
VERSION 1.0



Welcome To The Nextiva NCC Agent Work Day Quick Start Guide!

Introduction

We're thrilled to have you join the Nextiva community! We understand that effective customer communication is vital for any business, and we've built Nextiva NCC Agent Work Day Quick Start Guide to empower you to connect with your customers seamlessly, no matter where they are.

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Xbert Tip: Check out our full [Nextiva Contact Center Call Center Agent Guide](#) or [Nextiva Contact Center \(NCC\) Agent Webinar](#) for more information on being an Agent in NCC!

Self-Guided Setup

Logging In

1. Visit nextiva.thrio.io to access NCC.

X
XBert Tip: Using Google Chrome web browser will ensure the best possible experience and avoid any potential issues or errors.

2. Enter email address and password. Select **Login**.

Welcome

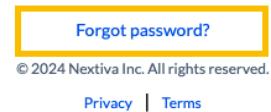


EMAIL

PASSWORD

3. If it is your **first time logging in** or to **reset your password**, select **Forgot Password?**

- a. Find the Reset Password email sent from no-reply@nextiva.com
- b. Select the **Reset Your Password** link.



Hi

You recently requested to reset your password for your Nextiva account. Use the button below to reset it.

[Reset your password](#)

The link is only valid for the next 24 hours.

If you did not request a password reset, please ignore this email. [Please Contact Support](#) if you have questions.

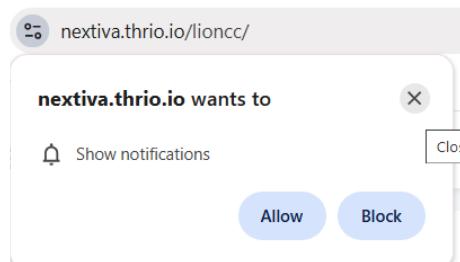
Thanks,

The Nextiva Team

- i. **Follow the prompts** to reset the password within **24 hours** of receiving the email. If **24 hours passes**, select **“Forgot Password” again**.

Audio

Upon logging in, you must allow **Chrome** to have **access to the microphone**. This is what will allow you to communicate with your headset or computer speakers. Chrome audio access will be based on your **computer's settings**.



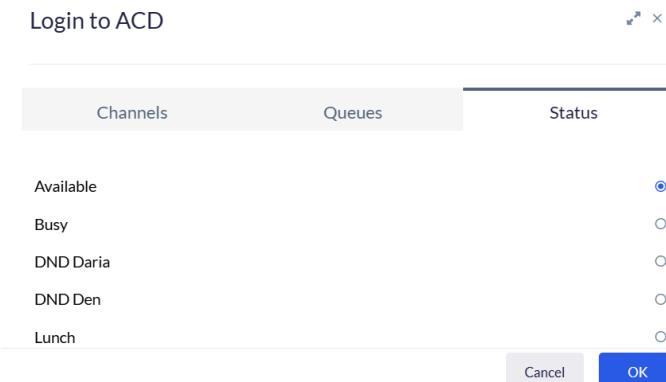
Going Available

When you're going live to take calls, you'll want to make sure you're ready to pick them up. Just follow the steps below to help you get set up so you can take those calls.

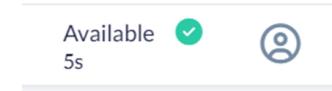
1. Select the **Login** icon with a red dot in the top left corner.
2. A **new window** will display in the middle of the screen, select the **Status tab**.



3. Within Status, make sure **Available** is selected and **click Okay**.



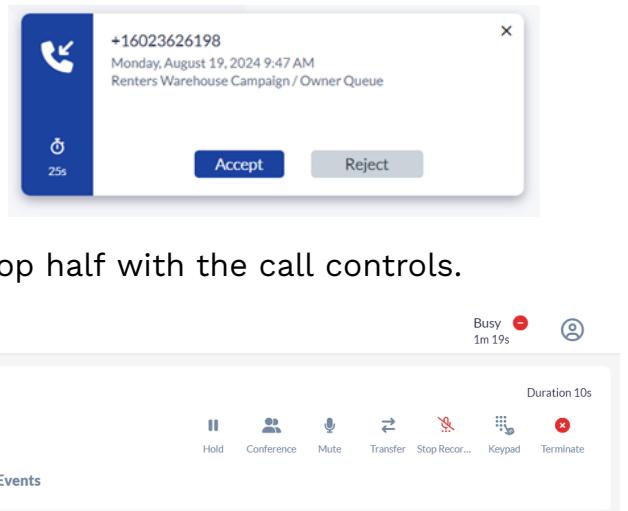
4. You should now see **Available** in the top right corner.



Xbert Tip: Learn more about User Status types in the [NCC Call Agent Getting Started Guide!](#)

Inbound Voice calls

1. When receiving an inbound call, you will see the main notification in the bottom right corner. Select **Accept**.
2. Dashboard will update to look like below. This screenshot focuses on the top half with the call controls.



1. This is the inbound caller's information: Name, Number, Company Info or Personal, Date and Time Call started.

 [+18002857995](#)
Outbound Call / Active
Brandon Harris / N/A
11/18/2024 11:42:44

2. Quick access to hanging up the call, muting your microphone

   
and conferencing

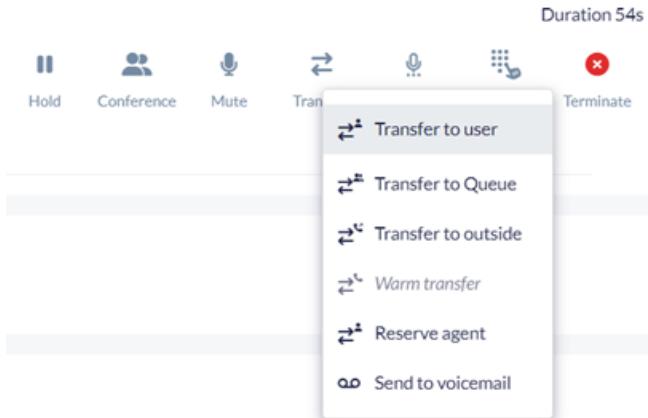
3. Here are the controls for hold, conference, mute, transfer, and call recording.

      
Hold Conference Mute Transfer Stop Recor... Keypad Terminate

Transferring Calls

Transferring has several options but two main options:

- a. **Transfer to User** – anyone within the contact center
- b. **Transfer to Outside** – anyone outside the contact center, requires 10-digit dialing



Completing the Call

Once the call has been made, a toolbar will appear at the top of the screen.

1. To end a call, select the **red phone** button.



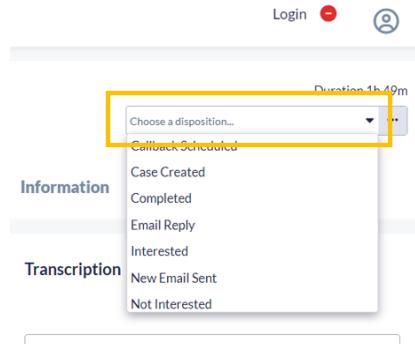
Alternatively, you can choose the terminate icon in the open workitem for the active call.



2. You'll need to **disposition** the call (below).

Disposition

After completing a queued workitem, select the appropriate outcome category from the available options.



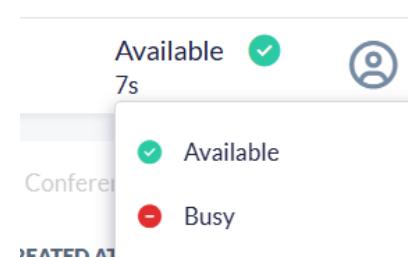
XBert Tip: Do not disposition until you've finished all your after-call work. Dispositioning the call prematurely will cause the contact center to automatically set you to available.

Going Unavailable

Once you've wrapped up your day, make sure to sign out. You definitely don't want customers waiting in line with no agents around to help them, so this step is really important when you're done.

XBert Tip: Unavailable will be used for breaks, meetings, outbound dialing, and lunch.

1. Select the **Available** icon top right.
2. Select **Busy**.



Signing out

Select the avatar in the top right, select **Logout of ACD**.

