Nextiva App ACD States Guide – Mac and Windows

Navigating to the Call Center

1. Click **Window** in the top menu of the Nextiva App

   (If you do not see **Window** it may be under the two arrows).
2. Select **Call Center** from the bottom of the list.
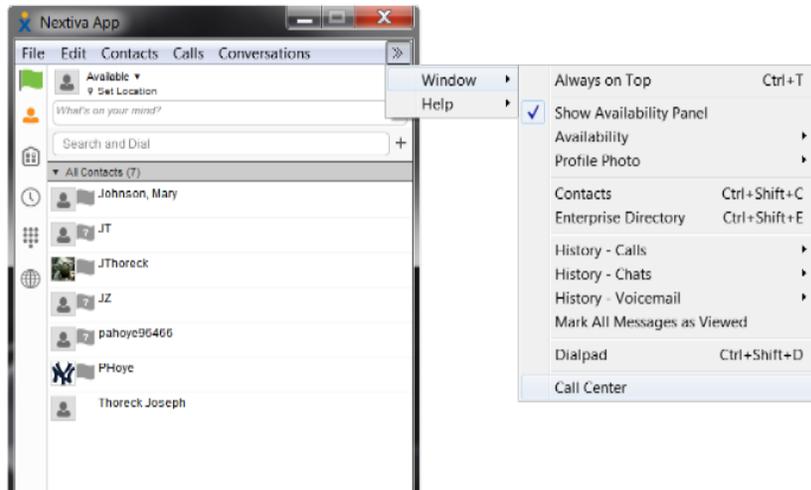
3. The Queues window will appear. To change your ACD state, you need to select one of the options from the drop-down list.

Sign In

This state signs you into the call center but does not set you as Available to take calls.

Available

This state routes inbound calls from the call center queue to your Nextiva App and, if applicable, your desk phone.
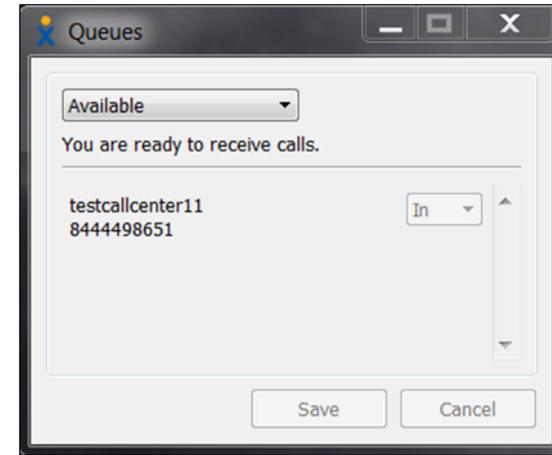
Unavailable

This state signs you out of the queue without assigning a reason for going Unavailable.

Wrap-Up

This is a temporary state used when you're wrapping up the end of a call (making notes, etc.).

Sign Out

This state signs you out of the call center queue completely.

Unavailable (Various)

There are several unavailable ACD States that you can use. Please reach out to your account administrator for more detail. When you change your state to Unavailable, you will be signed out of the queue, designating a specific task that is being completed.