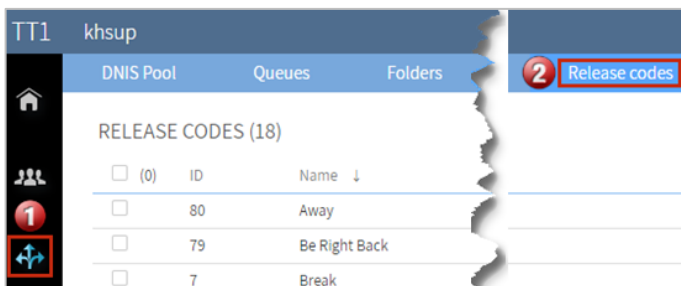


Introduction to release codes

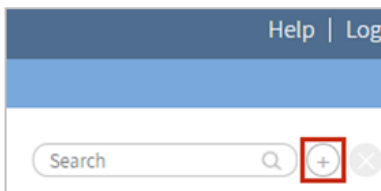
Release codes define the reason for an agent going into a released state.

You use Admin to manage release codes. On the navigation pane, click **Routing** (1). On the menu, click **Release codes** (2).

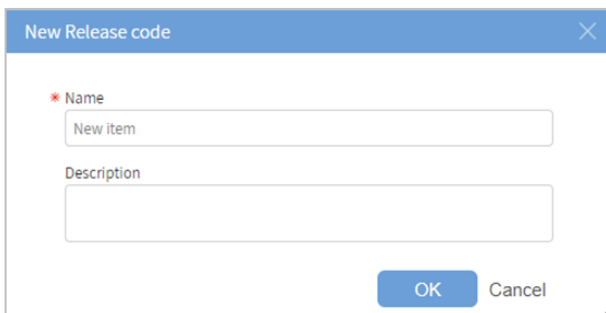


Add a release code

To add a new release code, click the **Add** button.



You can now type the name and a description of the new release code and click **OK**.

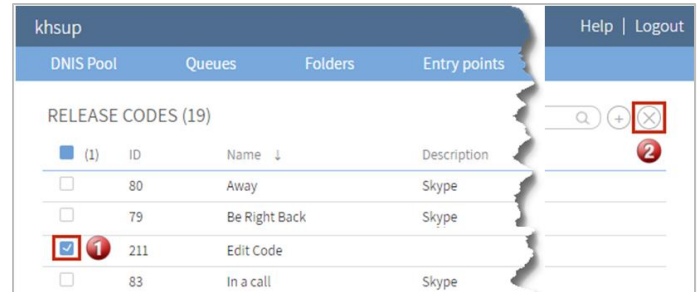


Edit a release code

To edit a release code, click it to re-open the name and description fields. You can now make your changes and click **OK**.

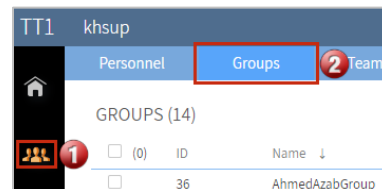
Delete a release code

To delete a release code, select the check box next to the release code (1) and then click the **Delete** (X) button (2).



Add a release code to a group

On the navigation pane, click **Organization** (1). On the menu, click **Groups** (2).



To assign the release code to a group, click the group and then select the release code from the drop-down list.

