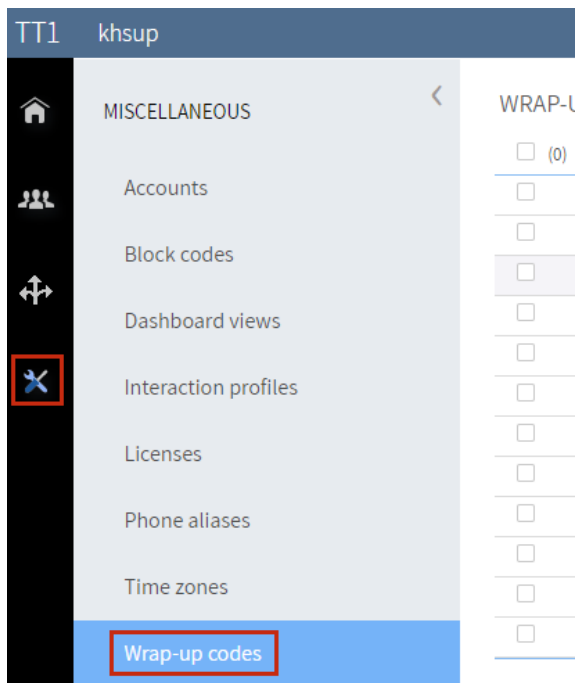


Introduction to wrap-up codes

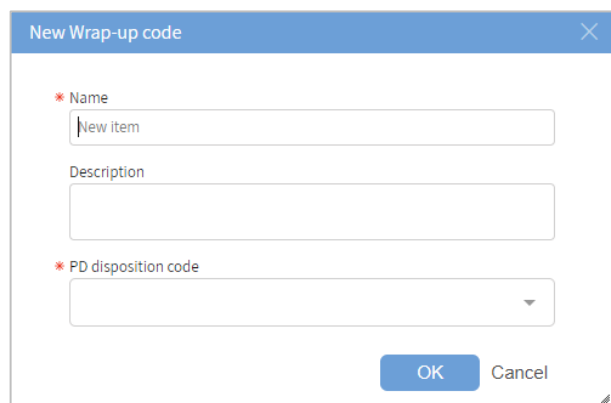
Wrap-up codes are used by agents to elaborate on the result of a call.

You use Admin to manage wrap-up codes. On the navigation pane, click **Miscellaneous**. On the menu, click **Wrap-up codes**.



Add a wrap-up code

To add a wrap-up code, click the **Add (+)** button in the top right corner.



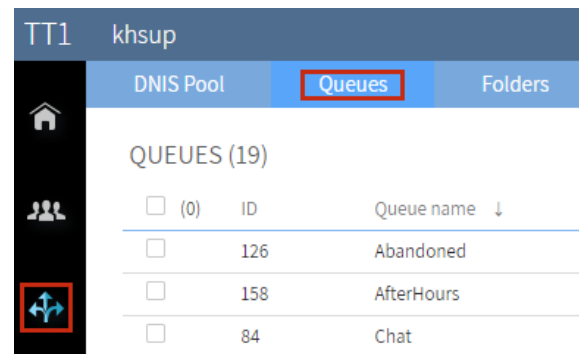
In the **New wrap-up code** dialog box, enter the following information.

Name (required)	Name of the wrap-up code
Description	Description of the wrap-up code
PD disposition code (required)	Set to User Defined unless using Dialer

Assign the wrap-up code to a queue

After creating the wrap-up code, you make it available for interactions in particular queues.

On the navigation pane, click **Routing**. On the menu, click **Queues**.



Click the queue to add the wrap-up code to.

In the **Queue** dialog box, select the **Wrap-Up codes** drop down and click the new code.

