



Wrap-up Module

Wrap-up codes are the quick and easy way to summarize a customer interaction. However only the broadest information can be registered as codes.

Menu-> Manage-> Wrapup code

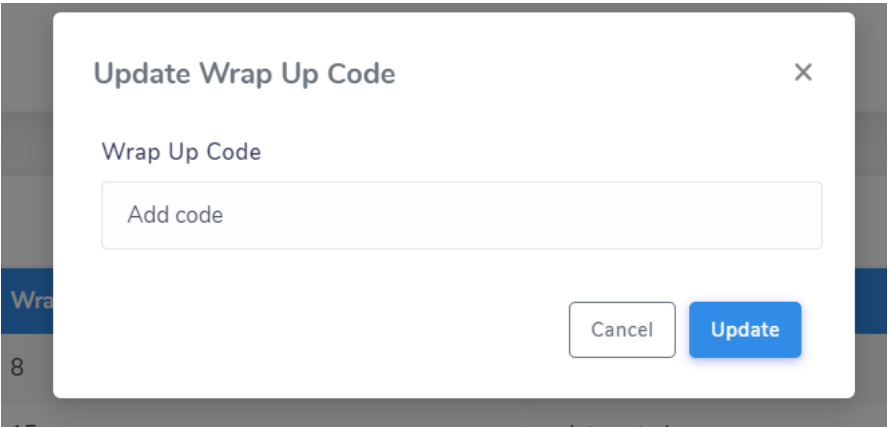
Wrap Up Codes				+ Add Wrap Up Code
S.no	Wrap Up ID	Wrap Up Code	Action	
1	8	DND		
2	15	Interested		
3	16	No Answer		
4	17	Call Back		
5	18	FAX & VM		
6	31	Add code	 	

- We offer wrap-up codes that are precise. They help to easily categorize calls.
- The Agent can select wrap-up codes from a drop-down list which is pre-populated by call codes. The disposition codes will help to log the inbound and calls that land in such as interested, no answer, call back, DND, Fax, Voice mailer, etc.,

You can also add any number of codes you want to suit your requisite.

- Go to **Wrap-up Code** submenu in the **Manage** menu. Click on **+ Add Wrap-up Code**.
- There will be a pop-up where you can fill new wrap-up codes in **Wrap up Code** column and update.
- The newly added code will be displayed in the Drop-down List.

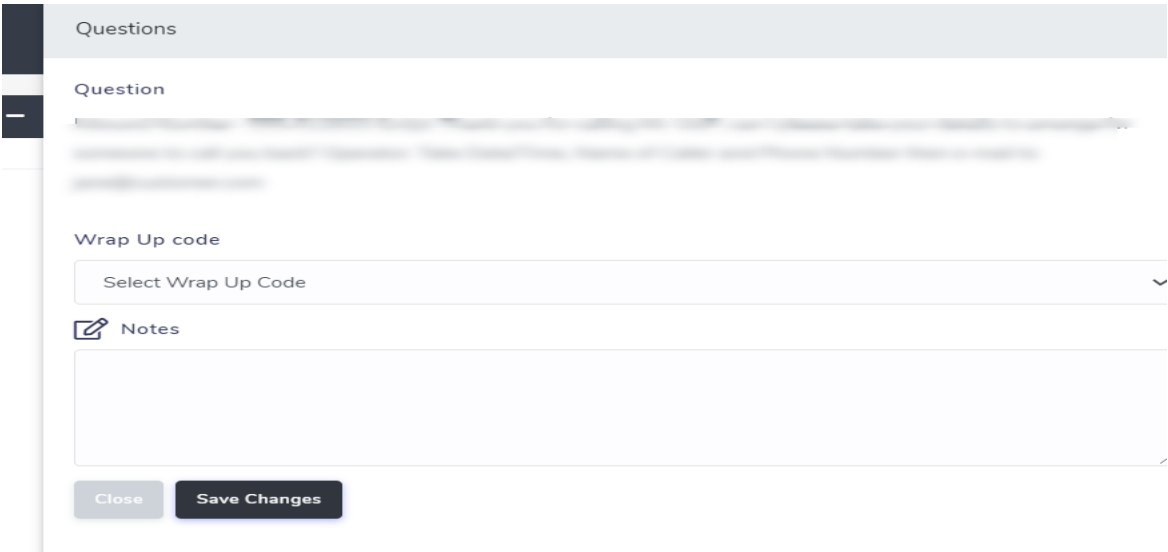
You can also Edit the Wrap-up Codes by clicking on the Edit icon. There will be a pop-up where you can edit wrap-up codes in **Wrap up Code** column and update. The newly edited code will be displayed in the Drop-down List.

A modal window titled "Update Wrap Up Code" with a close button (X) in the top right corner. Inside the modal, there is a label "Wrap Up Code" above a text input field containing the placeholder text "Add code". At the bottom right of the modal, there are two buttons: a "Cancel" button and an "Update" button.

Deleting Aux Code is again easy. You just need to click on the **Delete** icon. There will be a pop-up asking for confirmation and if you click **Yes, delete it!** the wrap-up code gets deleted.

Call Popup has caller Information

When there is an inbound call you can procure the details of the call such as the name of the Contact, email id, extension number, etc., A “+” symbol will pop-out. You can click that and select the wrap-up code and save changes. Making notes regarding the call is also possible in the **Notes** Column. Don’t’ forget to save changes. Default Questions are also available to help.

A form titled "Questions" with a sub-header "Question". Below the sub-header is a text area for the question. Underneath is a "Wrap Up code" section with a dropdown menu labeled "Select Wrap Up Code". Below the dropdown is a "Notes" section with a text area. At the bottom of the form are two buttons: "Close" and "Save Changes".

Generating Reports:

Go to **Reports** and click on **Wrap-up Reports**. You will land in a page where you have to choose a wrap-up code from **Select Wrap-up Code** and the **From Date** and **To Date**. Then click on **Generate Report**.

You will be provided a detailed report about the call such who made the call, to whom the call was made, the date and the duration of the call, the call type and the wrap-up Code.

A	B	C	D	E	F	
Call From	Call To	Call Date	Duration	Aux Code	Call Type	