

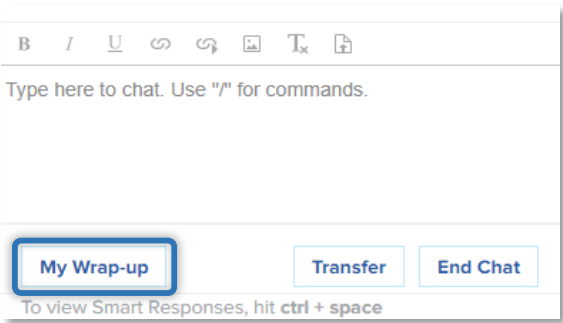
Expert Chat 2.0 – Wrap up

Expert Chat Session Wrap-up

Wrap-up labels are used to categorize Expert Chat session to generate quantitative data for further analysis and improvements.

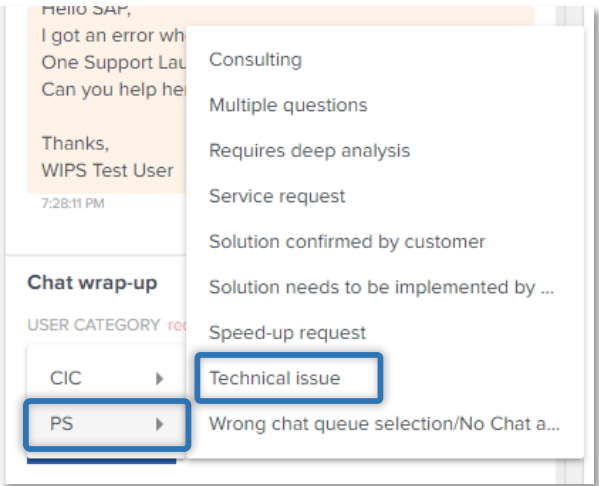
During an Expert Chat session that is active or ended you can select a wrap-up label to categorize the interaction.

To categorize an interaction using Wrap-up, please follow the steps described here.



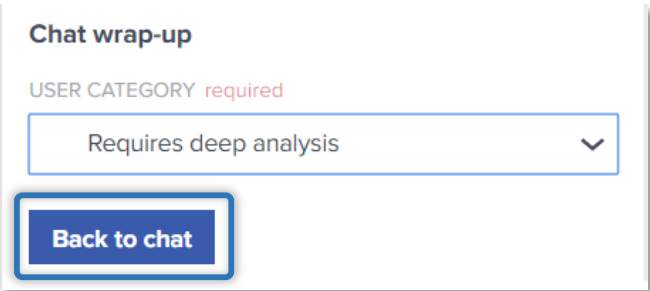
Step1

On conversation panel, click on “My Wrap-up” button



Step2

Select a wrap-up category and an appropriate label



Step3

Click on “Save”

Notes



Wrap-up labels are **mandatory**. Expert Chat session cannot be closed without selecting a label.

If an ended session is not wrapped-up it will still count as an active session.

What is a change log?
What you are reading is official SAP process documentation. Stringent version control is required for Compliance purposes. Thus, this **change log** is a record of who made what changes to this content & when, in case further follow up is needed.

Please send any questions or concerns to

Lisandro Magnus, [Brasil](#)
Process owner

Change Log

Version	Changed by	Date	Description of changes	Status
1.0.0	Reilly, Ruth; Rodden, Stephen; Nagy, Janos; Sipocz, Eszter; Iturbe, Lucia; Maier, Bernd; Park, Jung In Kumar, Santhosh; Tang, Claire; Murray, Chris H	February 21, 2019	<ul style="list-style-type: none">New document for Bold360	Released
1.1.0	Melinda Ludanyi	May 7, 2019	<ul style="list-style-type: none">WIPS 4.0 Initial Document	Draft
1.1.1	Lisandro Magnus	November 22, 2019	<ul style="list-style-type: none">Document Template Update	Released