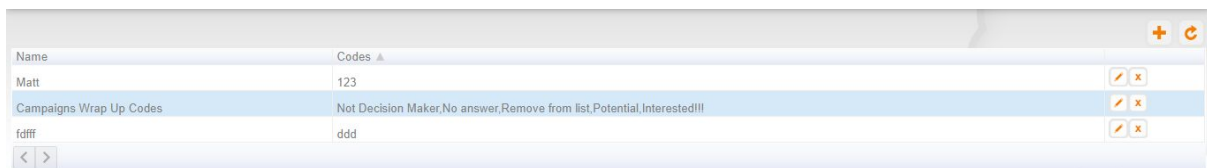








Wrapup Codes



Wrapup codes are a quick way to summarise important information in an interaction.

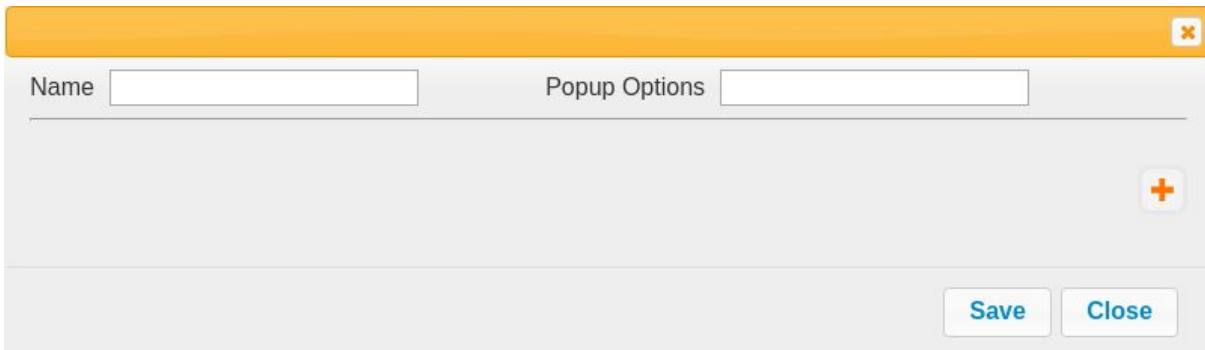
A screenshot of a software interface showing a table of wrapup codes. The table has two columns: "Name" and "Codes". There are three rows of data. The second row is highlighted in light blue. To the right of each row are two small icons: a pencil and an 'x'. At the top right of the table area are a plus sign and a refresh icon. At the bottom left are left and right arrow navigation buttons.

Name	Codes		
Matt	123		
Campaigns Wrap Up Codes	Not Decision Maker,No answer,Remove from list,Potential,Interested!!!		
fddff	ddd		

This step is used to designate topics covered on agent calls. These codes can be used to quickly access reports. Calls logs can be accessed according to closing code results and reports can be taken. *Note: Wrapup codes are used only for outgoing calls not part of a campaign.*

Creating a Wrapup Code

1. Click the new  button, the following pop-up window will appear:




2. Click the Name input box, type the desired wrapup code an example is shown below:




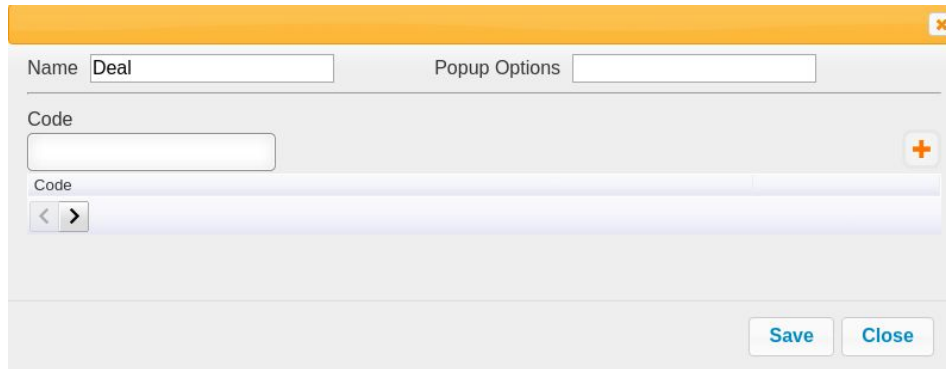
3. Click the Popup Options input box, (this section is used to change the size of the Wrapup code pop-up option window) input the following formula and customize as desired:

`width=1500,height=1000,screenX=0,left=0,screenY=0,top=0`


4. Click the save button, . The new wrapup code will be displayed in the wrapup code list as shown below:

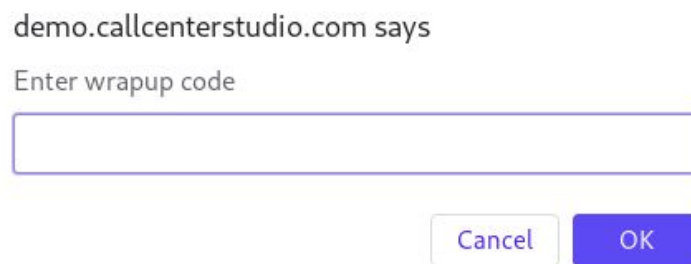


5. Wrapup codes can be accessed using the edit button  of the desired Wrapup code group name. The screen is shown below:




The screenshot shows a window titled "Deal" with a "Name" field containing "Deal" and a "Popup Options" field. Below these is a "Code" field with a "+" button to its right. Underneath is a list of codes with a scroll bar and navigation arrows. At the bottom right are "Save" and "Close" buttons.

6. To add a wrapup code, click the “Add” button, , the following pop-up window will appear:





The screenshot shows a pop-up window with the text "demo.callcenterstudio.com says" at the top. Below it is the prompt "Enter wrapup code" followed by a text input field. At the bottom are "Cancel" and "OK" buttons.

7. In the “Enter wrapup code” input box, type the desired wrapup code name.

8. Click the “OK” button,  . An example wrapup code is shown below:




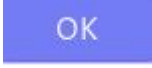
- Use *the edit button*,  , to the right of the desired wrapup code to modify the code’s name.
- Use the delete button,  , to delete the wrapup code. The following pop-up window will be displayed:

demo.callcenterstudio.com says


Are you sure?

Cancel


OK

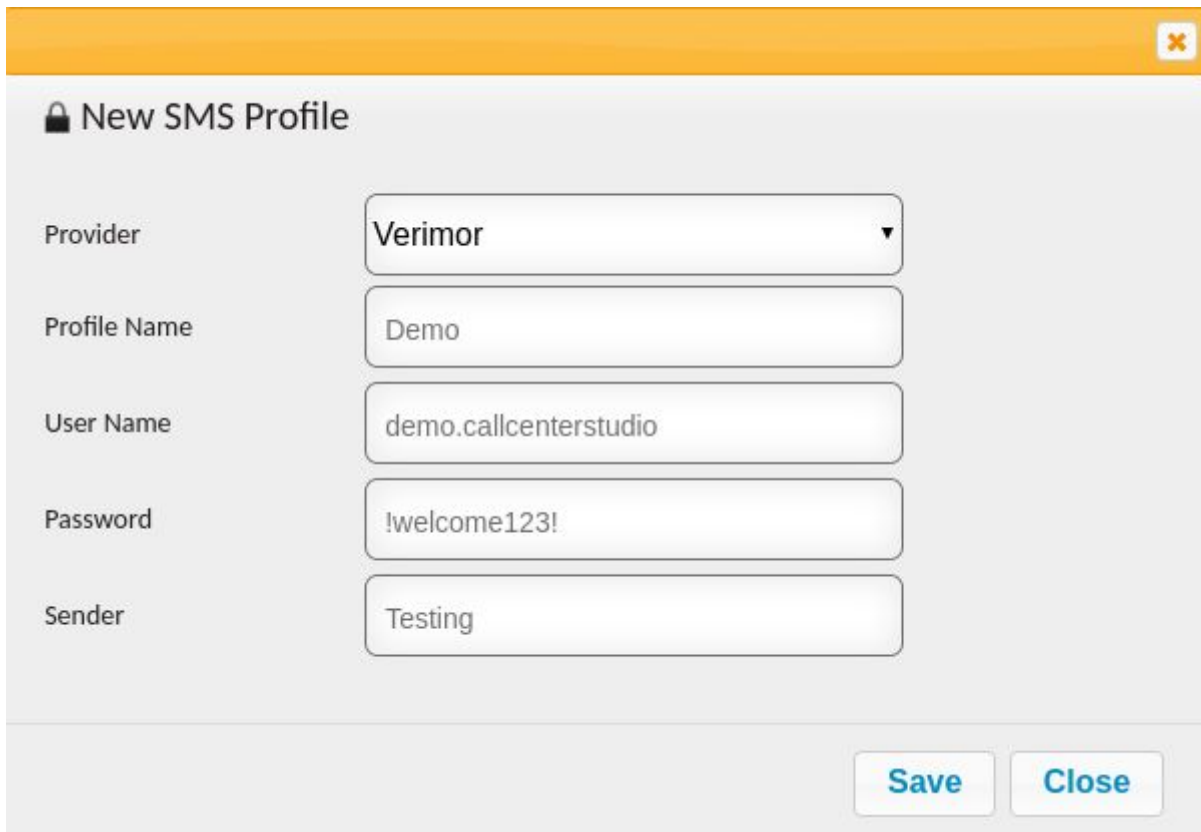
- *Selecting the cancel button*,  , will cancel the deletion.
- *Selecting the OK button*,  , will confirm the deletion.

9. Multiple wrapup codes can be created under one wrapup group name. For example: Lead, Denied, No answer, are sample wrapup codes that could be in the same wrapup code group. To create multiple wrapup codes, repeat steps 6-8.

10. Click the save button,  .

Editing a Wrapup Code


1. Click the edit  button on the far right of the column of the desired wrapup code group name. The following pop-up window will appear:





The image shows a pop-up window titled "New SMS Profile" with a close button in the top right corner. The window contains five input fields:

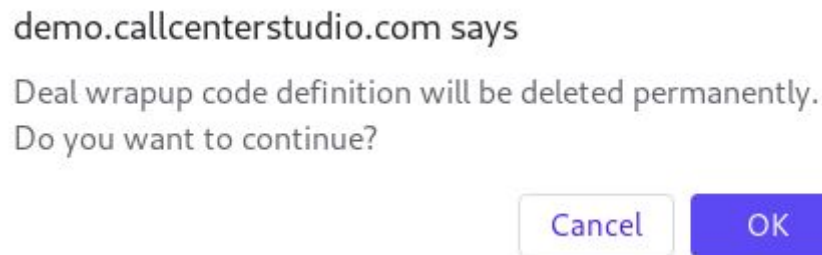
Provider	Verimor
Profile Name	Demo
User Name	demo.callcenterstudio
Password	!welcome123!
Sender	Testing



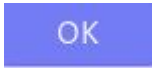
At the bottom right of the window are two buttons: "Save" and "Close".

2. Make the necessary changes
3. Click the save button,  .

Deleting a Wrapup Code

1. Click the delete button, , located to the right of the edit button, . The following pop-up window will appear:



- Selecting the cancel button, , will cancel the deletion.
 - Selecting the OK button, , will confirm the deletion.
2. Confirm the deletion by clicking the OK button, .

The screen will reload and the deleted wrapup code will not be shown.