



Call Queueing Wrap-Up Timer

Previously, when an ACD Agent receives a MLHG call, they had the ability to change state to “Wrap-up” automatically once the call has ended. This state allows the user to complete any post-ACD call tasks such as entering customer data into ticket system or to specify any internal data on how the call was ended for later reporting. Calls that went into Wrap-up state automatically only went for a specific amount of time specified by an ACD supervisor. This prevented an Agent from staying in Wrap-up state indefinitely and not answering inbound calls through an MLHG. Once this interval is now specified, the Agent will go into “Wrap-up” as usual but will made “Available” to receive another MLHG call once the specified time interval is reached.

This parameter is configurable by the ACD Supervisor via the Call Queueing dashboard. The time interval is configurable in seconds from 1 – 86400.

Figure 1 - Call Queueing Wrap-up timer

A screenshot of a web-based configuration interface for a call queue. The panel is titled "Queue CQ Sales" and has a light blue background. It contains three settings: "Use Wrap-Up state" with a checked checkbox, "Use a maximum Wrap-Up time" with a checked checkbox and a help icon, and "Maximum Wrap-Up time" with a text input field containing the number "30" and a help icon. A mouse cursor is pointing at the help icon for the "Maximum Wrap-Up time" field.

Queue CQ Sales	
Use Wrap-Up state	<input checked="" type="checkbox"/>
Use a maximum Wrap-Up time ?	<input checked="" type="checkbox"/>
Maximum Wrap-Up time ?	<input type="text" value="30"/>