

CRS 4.x: Automatic Work and Wrapup Time Configuration Example

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Introduction

The Automatic Work and the Wrapup Time can be configured for an Integrated Call Distribution (ICD) agent in this scenario:

The agent is in the Ready state and ready to accept the next call. A call is routed from the queue to the agent. The agent accepts the call, works on the call, and then ends the call. You can configure a wrapup delay at this point in order to allow the agent to work or perform wrapup duties before the next call is accepted. After the delay ends, the agent automatically goes to the Ready state and is ready to accept next call. Automatic Work determines whether agents involved in agent-based routing automatically move to the work state after a call and Wrapup Time determines how long the agent can stay in the work state. This document discusses how to configure the Automatic Work and the Wrapup Time for the ICD agent in Customer Response Solutions (CRS) version 4.x.

Note: You cannot configure a wrapup delay for an agent in CRS versions earlier than CRS 4.0 and in CRS 4.x Standard Edition. This is a new feature which is introduced in CRS 4.0. However, for the earlier versions and for CRS 4.x Standard Edition, there is a workaround to allow the agent to automatically have a delay before the next call is accepted.

Prerequisites

Requirements

Cisco recommends you have knowledge of these topics:

- Cisco Customer Response Solutions (CRS)
- Cisco Agent Desktop
- Cisco IP Phone Agent

Components Used

The information in this document is based on Cisco CRS version 4.x.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to the Cisco Technical Tips Conventions for more information on document conventions.

Configure Automatic Work and Wrap-up Time

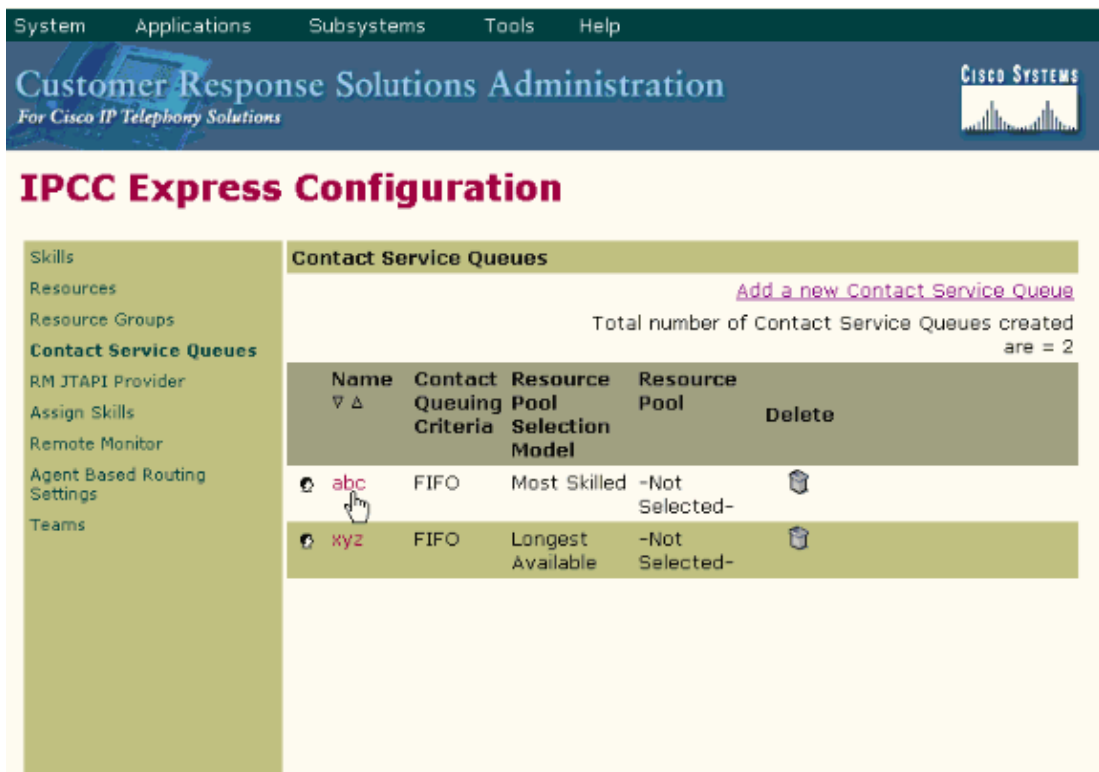
In order to configure the agent to automatically move to the work state after a call and to configure the Wrapup Time for the agent to stay in the work state, you need to:

1. Enable Automatic Work and set the Wrapup Timer at the Contact Service Queue Level.
2. Enable Automatic Available on the resource.

Enable Automatic Work at the Contact Service Queue Level

Complete these steps in order to set the Wrapup Timer on the Contact Service Queue (CSQ):

1. From the CRS App Admin, choose **Subsystem** > **Rmcm** > **Contact Service Queue** and select the queue for which you want to configure wrapup delay.



The screenshot shows the 'Customer Response Solutions Administration' web interface. The main heading is 'IPCC Express Configuration'. On the left is a navigation menu with options like Skills, Resources, and Contact Service Queues. The main content area is titled 'Contact Service Queues' and includes a link to 'Add a new Contact Service Queue'. Below this, a table lists two existing queues: 'abc' and 'xyz'. The table has columns for Name, Contact Queuing Criteria, Resource Pool Selection Model, Resource Pool, and Delete.

Name	Contact Queuing Criteria	Resource Pool Selection Model	Resource Pool	Delete
abc	FIFO	Most Skilled	-Not Selected-	
xyz	FIFO	Longest Available	-Not Selected-	

2. Under the Contact Service Queue Configuration, you can set the Automatic Work as **Enabled** which allows the agents in this CSQ to automatically move to the Work state after a call. If this value is set

to **Disabled**, it causes the agent to enter the Ready or Not Ready state when a call ends, depending on the Automatic Available setting for the agent.

3. Set the Wrapup Time as **Enabled** and enter the wrapup delay in seconds. When Wrapup Time is enabled, it causes the agent to go into the Wrap-up state automatically when a call ends and the length of the time the agent is in the Work state is determined by the wrapup time period (greater than 0 seconds but less than 7200 seconds).
4. Click **Next** and then **Update**.

The screenshot shows the Cisco Customer Response Solutions Administration interface. The top navigation bar includes 'System', 'Applications', 'Subsystems', 'Tools', and 'Help'. The main header is 'Customer Response Solutions Administration For Cisco IP Telephony Solutions' with the Cisco Systems logo. The page title is 'IPCC Express Configuration'. The left sidebar contains a navigation menu with items like 'Skills', 'Resources', 'Resource Groups', 'Contact Service Queues', 'RM JTAPI Provider', 'Assign Skills', 'Remote Monitor', 'Agent Based Routing Settings', and 'Teams'. The main content area is titled 'Contact Service Queue Configuration' and includes a link to 'Open Printable Report of this CSQ configuration'. The configuration fields are: 'Contact Service Queue Name*' (text input 'abc'), 'Contact Queuing Criteria' (dropdown 'FIFO'), 'Automatic Work*' (radio buttons 'Enabled' selected, 'Disabled'), 'Wrapup Time*' (radio buttons 'Enabled' selected, '60' in text input, 'Second(s)', 'Disabled'), 'Resource Pool Selection Model*' (dropdown 'Resource Skills'), 'Service Level*' (text input '5'), 'Service Level Percentage*' (text input '70'), and 'Prnmpmt' (dropdown '- No Selection -'). A red asterisk indicates required items. At the bottom, there are 'Next', 'Delete', and 'Cancel' buttons, with the 'Next' button highlighted by a red box.

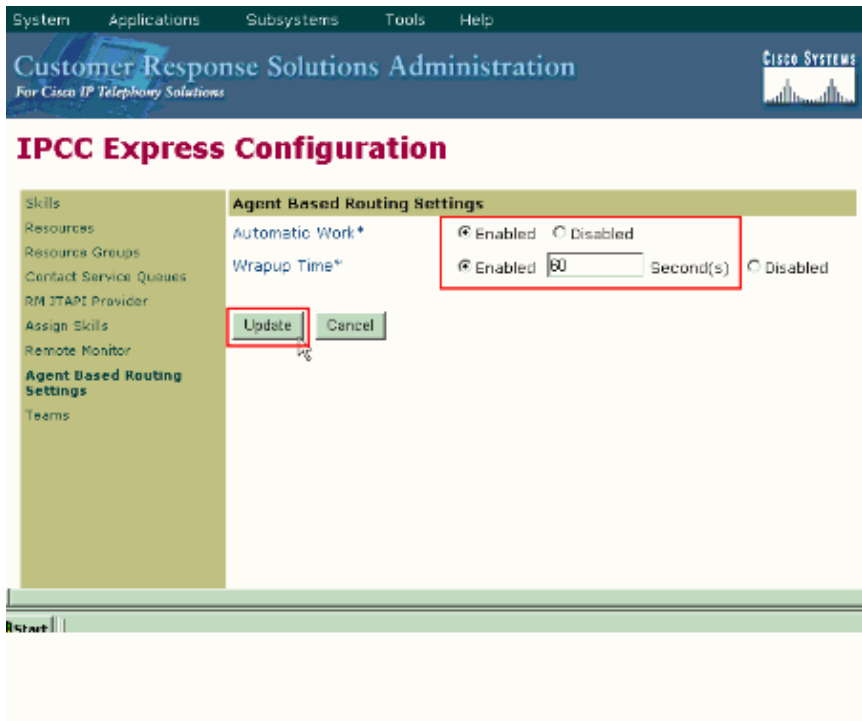
Note: Even if you have configured the Wrap-up Time as **Enabled** with the time in seconds, it does not work unless Automatic Work is also set to **Enabled**.

Enable Automatic Available on the Resource

Complete these steps in order to enable Automatic Available on a resource:

1. From the **CRS App Admin**, go to **Subsystem > Rmcm > Resources**. Click on the resource for which you wish to configure the wrapup timer.
2. Set Automatic Available as **Enabled**.
3. Click **Update**.

Note: If both are configured, Automatic Work in the Contact Service Queues Configuration overrides Automatic Available in the Resources Configuration. No matter what the Automatic Available setting is, if Automatic Work at the CSQ level is set to enabled, the agent goes into the Work state after terminating the call. If Automatic Work under CSQ is disabled, and Automatic Available is enabled under that agent, the agent is pushed to the Ready status after the call. If Automatic Work under CSQ is disabled, and Automatic Available is disabled under the agent, the agent is pushed to a Not-ready status after the call.



Workaround to Configure Wrapup Delay in CRS 4.x Standard Edition

With CRS 2.x, 3.x, and 4.x Standard Edition, there is a workaround to allow the agent to automatically have a delay before accepting the next call. In order to do this, modify the Interactive Voice Response (IVR) script as this procedure shows:

1. On the IVR script that you use to route the calls from the queue to an agent, find the Select Resource Step and change the Connect property to **No**.
2. Under the Select Resource step you modified, there is a Selected step. Add a **Delay** step. The time should be the Wrapup Time you want to configure. For example, 30 seconds. Then add a **Connect** step.
3. Verify in the CRS App Admin that all ICD resources have Automatic Available set to **Enabled**.

System Applications Subsystems Tools Help

Customer Response Solutions Administration
For Cisco IP Telephony Solutions

CISCO SYSTEMS

IPCC Express Configuration

Skills

Resources

- Resource Groups
- Contact Service Queues
- RM JTAPI Provider
- Assign Skills
- Remote Monitor
- Agent Based Routing Settings
- Teams

Resource Configuration

[Open Printable Report of this Resource Configuration](#)

Resource Name Agent1 Agent1

Resource ID agent1

IPCC Express Extension 5007

Resource Group SalesGrp

Automatic Available* Enabled Disabled

Assigned Skills

Unassigned Skills

Sales

Competence Level 5 (1-Beginner, 10-Expert)

Team Agent1

* indicates required item

Update Cancel

4. Verify in the CRS App Admin that all the ICD CSQs have Automatic Work set to **Disabled**.

This list details the behavior of the agents once the configuration steps outlined in this document are done:

- The agent ends the previous call and goes into the Ready state.
- The agent is selected to accept the next call, and the agent is put in a Reserved state.
- The IVR script hits the 30 second delay. This gives the agent 30 seconds in the Reserved state.
- After the delay ends, the call is routed to the agent.

Verify

There is currently no verification procedure available for this configuration.

Troubleshoot

There is currently no specific troubleshooting information available for this configuration.

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Related Information

- **Why Does Cisco Agent Desktop Go into Work State after Finishing a Call and Disconnecting?**
 - **Cisco IP ICD Fails to Route Call to an Agent Phone – Calling Search Space Issue**
 - **Voice and Unified Communications Support Resources**
 - **Technical Support & Documentation – Cisco Systems**
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