

# CRS 4.x: Automatic Work and Wrap-up Time Configuration Example

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## Introduction

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

**Note:** You cannot configure a wrap-up 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 that allows 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

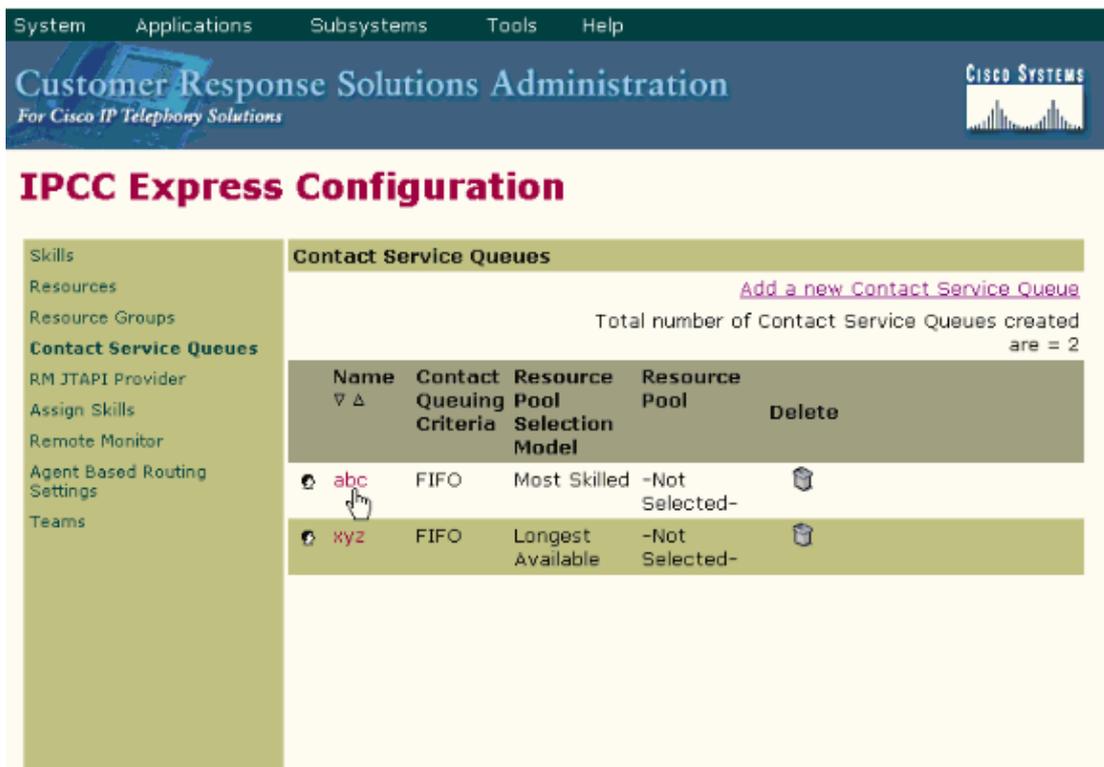
In order to configure the agent to automatically move to the work state after a call and to configure the Wrap-up Time for the agent to stay in the work state, you need to:

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 Wrap-up 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 wrap-up delay:



The screenshot shows the 'Customer Response Solutions Administration' web interface. The navigation menu includes System, Applications, Subsystems, Tools, and Help. The main heading is 'IPCC Express Configuration'. On the left, a sidebar lists various configuration options, with 'Contact Service Queues' highlighted. The main content area displays a table of Contact Service Queues. The table has columns for Name, Contact Queuing Criteria, Resource Pool Selection Model, Resource Pool, and Delete. Two queues are listed: 'abc' and 'xyz'. The 'abc' queue is selected, and a mouse cursor is pointing at it. The text 'Total number of Contact Service Queues created are = 2' is displayed above the table.

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 Wrap-up Time as **Enabled** and enter the wrap-up delay in seconds.

When Wrap-up 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 wrap-up 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 main heading is "IPCC Express Configuration". On the left is a navigation menu with items like Skills, Resources, Resource Groups, Contact Service Queues, etc. 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\* (abc), Contact Queuing Criteria (FIFO), Automatic Work\* (radio buttons for Enabled and Disabled, with Enabled selected), Wrapup Time\* (radio buttons for Enabled and Disabled, with Enabled selected and a text input field containing 60), Resource Pool Selection Model\* (Resource Skills), Service Level\* (5), Service Level Percentage\* (70), and Prompt (- No Selection -). A red asterisk indicates required items. At the bottom, there are three buttons: Next, Delete, and Cancel. The Next button is highlighted with a red box.

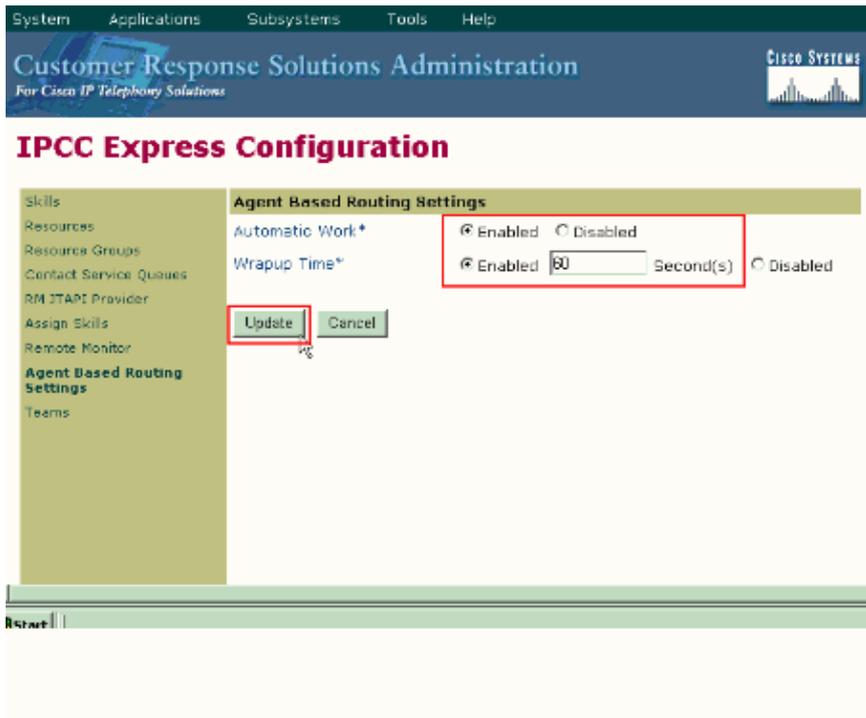
**Note:** Even if you have configured the Wrap-up Time as **Enabled** with the time in seconds, it does not work unless Automatic Work is also set to **Enabled**.

## Enable Automatic Available on the Resource

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

1. From the CRS App Admin, choose **Subsystem** > **Rmcm** > **Resources** and click on the resource for which you wish to configure the Wrap-up 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 it terminates 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 that allows 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 Wrap-up 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**.

The screenshot shows the 'Resource Configuration' page in the CRS Admin interface. The page title is 'IPCC Express Configuration'. On the left is a navigation menu with options like 'Resources', 'Resource Groups', 'Contact Service Queues', etc. The main content area shows configuration details for 'Agent1 Agent1'. The 'Automatic Available\*' field is set to 'Enabled' and is highlighted with a red box. Below it are 'Assigned Skills' and 'Unassigned Skills' lists, with 'Sales' in the unassigned list. At the bottom, there are 'Update' and 'Cancel' buttons, and a legend stating '\* indicates required item'.

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

### The Wrap-up Window Disappears After the Wrap-up Time Expires

Complete these steps in order to force the wrap-up window not to disappear until the agent select wrap-up data:

1. Go to the Contact Service Queue configuration page and enable **Automatic Work** and **Wrapup Time**. Click **Next**.

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

### Contact Service Queue Configuration

[Open Printable Report of this CSQ configuration](#)

Contact Service Queue Name\*

Contact Queuing Criteria FIFO

Automatic Work\*  Enabled  Disabled

Wrapup Time\*  Enabled  Second(s)  Disabled

Resource Pool Selection Model\*

Service Level\*

Service Level Percentage\*

Prompt

\* indicates required item

2. Go to the Cisco Desktop Work Flow Administrator and choose **Locations > Call Center**.
3. Expand **Work Flow Configuration > Work Flow groups**.
4. Click **Wrap-up Data** and uncheck **Enable automatic state change**.

## 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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