



Manage Reasons

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Wrap-Up Reasons

Wrap-Up reasons represent the reasons that agents can apply to calls. A Wrap-Up reason indicates why a customer called the contact center. For example, you may have one Wrap-Up reason for sales calls and another for support calls.

You can configure Wrap-Up reasons to be available globally to all agents or only to specific teams.

Use the Manage Wrap-Up Reasons gadget to view, add, edit, or delete Wrap-Up reasons. Click the Reason Label header to sort the Wrap-Up reasons in ascending or descending order. Click the Global header to sort the Wrap-Up reasons by whether they are global (Yes) or not (No).



Note Cisco Finesse supports a maximum of 100 global and 100 team Wrap-Up reasons.

Cisco Finesse supports the wrap-up functionality for all types of inbound and outbound calls.

To enable wrap-up, you must configure both of the following attributes in the Unified CCE Agent Desktop Settings:

For more information about configuring Agent Desktop Settings, see the *Configuration Manager Online Help* for Unified CCE.



Note The showWrapUpTimer property can be used to show or hide timer in wrap-up state.

If showWrapUpTimer is set to true then timer is displayed.

If showWrapUpTimer is set to false then timer is hidden.



Note Wrap-Up timer is configurable. By default wrapUpCountDown property is set to true. The timer counts down by default when the agent is in wrap-up state. For more information, see *Desktop Properties*.

For Example, if you set the timer to 30 seconds, by default the timer starts from 30 and ends at zero.

The default behavior can be changed by setting the wrapUpCountDown property to false.

If an agent is configured for wrap-up and selects a pending state during a call, when the call finishes that agent goes into wrap-up and not the pending state selected during the call. The agent can end wrap-up by either selecting a new state (Ready or Not Ready) or letting the wrap-up timer expire. If the agent selects a new state, the new state overrides the pending state selected during the call. If the wrap-up timer expires, the agent transitions to the pending state.

The following table describes the fields on the Manage Wrap-Up Reasons gadget:

| Field | Explanation |
|--------------|--|
| Reason Label | The label for the Wrap-Up reason. This label must be unique for each Wrap-Up reason and has a maximum length of 39 bytes (which equals 39 US English characters). Both alphanumeric and special characters are supported. |
| Global? | Yes/No. Indicates if the Wrap-Up reason is available globally to all agents (Yes) or to specific teams of agents (No). |

Actions on the Manage Wrap-Up Reasons gadget:

- **New:** Add a new Wrap-Up reason
- **Edit:** Edit an existing Wrap-Up reason
- **Delete:** Delete a Wrap-Up reason
- **Refresh:** Reload the list of Wrap-Up reasons from the server



Note When you add, edit, or delete a Wrap-Up reason, the changes you make take effect on the agent or supervisor desktop after three seconds. However, agents who are signed in when the changes are made must sign out and sign in again to see those changes reflected on their desktops.

Add Wrap-Up Reason

Procedure

- Step 1** In the Manage Wrap-Up Reasons gadget, click **New**.
- Step 2** In the Reason Label field, add a label for the Wrap-Up reason.

Note Wrap-Up reason labels are limited to 39 bytes.

Step 3 If the Wrap-Up reason is global, select the Global? check box. If the Wrap-Up reason is specific to a team, clear the Global? check box.

Note By default, the Global? check box is selected.

Step 4 Click **Save**.

Edit Wrap-Up Reason

Procedure

Step 1 In the Manage Wrap-Up Reasons gadget, select the Wrap-Up reason that you want to edit.

Step 2 Click **Edit**.

The Edit Wrap-Up Reason area appears.

Step 3 In the Wrap-Up Reason Label field, enter the new label for the Wrap-Up reason. If you want to change who has access to the Wrap-Up reason, select or clear the Global? check box.

Step 4 Click **Save**.

Delete Wrap-Up Reason

Procedure

Step 1 In the Manage Wrap-Up Reasons gadget, select the Wrap-Up reason that you want to delete.

Step 2 Click **Delete**.

A question appears asking you to confirm that you want to delete the selected Wrap-Up reason.

Step 3 Click **Yes** to confirm the deletion of the selected Wrap-Up reason.

Force Wrap-Up Reason

For voice channel-If the Force Wrap-Up reason is configured, agents must select a Wrap-Up reason before changing the state after the call ends. The agent cannot change the state until the Wrap-up reason is applied. The Wrap-Up reason can be selected during the call or after the call ends.

For digital channels-If the Force Wrap-Up reason is configured, agents must select a Wrap-Up reason before transferring or ending an interaction.



Note The Force Wrap-Up reason is enabled by default. Use the CLI commands to disable and enable this feature. For more information, see *Desktop Properties*.

Manage Reason Code Conflicts During Upgrade

System Reason Codes are auto-generated reason codes that may conflict with custom reason codes when upgrading from an older version to Cisco Finesse 11.6(1). If there is a reason code conflict then the following message appears when you sign in to the administration console:

Custom reason codes conflict with system reason codes. Resolve to avoid reporting inconsistency.



Note Clear your browser cache to ensure that you are allowed to view and resolve system reason code conflicts.



Note When performing an upgrade from an earlier version in a Unified CCE deployment, modify the following custom reason codes: 999, 255, 20001, 20002, 20003, and 50041. This is done to avoid conflict with the system reason codes.

All conflicting reason codes are highlighted. To edit, select each conflicting reason code and click **Edit**. The **Edit Reason Code** area appears. Select the reason code from the available options listed or enter any other code you wish. The code must be unique to the particular category (Not Ready or Sign Out).

Once resolved, the reason code gets sorted based on the reason code number and placed in the table accordingly.

Predefined System Reason Codes

For Not Ready system reason codes and Sign Out system reason codes, only the reason code label can be edited and saved. The Global attribute and system code cannot be modified. In case the system reason code label is modified and you wish to revert to the default label, refer to the following list of predefined system reason codes:

| System Reason Code | Reason Label | Reason Label Description |
|--------------------|-------------------------------|---|
| 32767 | Not Ready - Call Not Answered | Agent state changed because the agent did not answer the call. |
| 32762 | Not Ready - Offhook | The system issues this reason code in the following scenarios: <ul style="list-style-type: none"> When the agent goes off-hook to place a call, the Finesse desktop changes the agent status to Not Ready with this reason code. |

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|-------|---------------------------------|---|
| | | <ul style="list-style-type: none"> When the agent is in Ready state and a call is placed from the ACD (Automatic Call Distribution) line, the system issues this reason code. <p>Note Reason Code—50006 is used in place of 32762 in Cisco Finesse Release 12.5(1) when used along with Unified CCE Release 12.5(1) or higher.</p> |
| 50001 | Logged Out - System Disconnect | The CTI OS client disconnected, logging the agent out. |
| 50002 | Logged Out - System Failure | A CTI OS component disconnected, causing the agent to be logged out or set to the Not Ready state. This could be due to closing the agent desktop application, heart beat time out, or a CTI OS Server failure. |
| 50002 | Not Ready - Connection Failure | The system issues this reason code when the agent is forcibly logged out in certain cases. |
| 50003 | Logged Out - Device Error | Agent was logged out because the Unified CM reported the device out of service. |
| 50004 | Logged Out - Inactivity Timeout | Agent was logged out due to agent inactivity as configured in agent desk settings. |
| 50005 | Not Ready - Non ACD Busy | For a Unified CCE agent deployment, where the Agent Phone Line Control is enabled in the peripheral and the Non ACD Line Impact is configured to impact agent state, the agent is set to Not Ready while talking on a call on the Non ACD line with this reason code. |
| 50006 | Not Ready - Offhook | <p>The system issues this reason code in the following scenarios:</p> <ul style="list-style-type: none"> When the agent goes off-hook to place a call, the Unified CCE changes the agent status to Not Ready with this reason code. When the agent is in Ready state and a call is placed from the ACD (Automatic Call Distribution) line, the system issues this reason code. <p>Note This reason code is used from Cisco Finesse Release 12.5(1) along with Unified CCE Release 12.5(1) or higher.</p> |
| 50010 | Not Ready - Call Overlap | Agent was set to Not Ready state because the agent was routed two consecutive calls that did not arrive. |
| 50020 | Logged Out - Queue Change | Agent was logged out when the agent's skill group dynamically changed on the Administration & Data Server. |

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|-------|--------------------------------------|---|
| 50030 | Logged Out - Device Conflict | If an agent is logged in to a dynamic device target that is using the same Dialed Number (DN) as the PG static device target, the agent is logged out. |
| 50040 | Logged Out - Mobile Agent Call Fail | Mobile agent was logged out because the call failed. |
| 50041 | Not Ready - Mobile Call Not Answered | Mobile agent state changed to Not Ready because the call fails when the mobile agent's phone line rings busy. |
| 50042 | Logged Out - Mobile Agent Disconnect | Mobile agent was logged out because the phone line disconnected while using nailed connection mode. |
| 65535 | Not Ready - System Reinitialized | Agent reinitialized (used if peripheral restarts). |
| 65534 | Not Ready - System Reset | PG reset the agent, usually due to a PG failure. |
| 65533 | Not Ready - Extension Modified | An administrator modified the agent's extension while the agent was logged in. |
| 20001 | Not Ready - Starting Force Logout | Places the agent in the Not Ready state first before forcefully logging them off. |
| 20002 | Logged Out - Force Logout | Forces the logout request; for example, when Agent A attempts to log in to Cisco Agent Desktop and Agent B is already logged in under that agent ID, Agent A is asked whether or not to force the login. If Agent A answers yes, Agent B is logged out and Agent A is logged in. Reports then show that Agent B logged out at a certain time with a reason code of 20002 (Agent B was forcibly logged out). |
| 20003 | Not Ready - Agent Logout Request | If not already in the Logout state, request is made to place agent in the Not Ready state. Then logout request is made to log agent out. |
| 999 | Not Ready - Supervisor Initiated | The system issues this reason code when the agent's state is forcibly changed to Not Ready by the Supervisor. |
| 999 | Logged Out - Supervisor Initiated | The system issues this reason code when the agent's state is forcibly changed to Logout by the Supervisor. |
| 255 | Logged Out - Connection Failure | The system issues this reason code when the agent is forcibly logged out when there is a connection failure between the Cisco Finesse Desktop and the Cisco Finesse Server. |

Sign Out Reason Codes

Sign Out reason codes represent reasons that agents can select when they sign out of the Finesse desktop.

Use the Manage Reason Codes (Sign Out) gadget to view, add, edit, or delete Sign Out reason codes. Click the Reason Label or Reason Code headers to sort the Sign Out reason codes by label or by reason code, in

ascending or descending order. Click the Type header to sort and display system or custom reason codes. Click the Global header to sort the reason codes by whether they are global (Yes) or not (No).

Sign Out reason codes can be global (visible to all agents) or team (visible only to agents on specified teams).



Note Finesse supports 200 Sign Out reason codes. These include 100 global Sign Out reason codes, and 100 Sign Out team reason codes. The team reason codes can be mapped to any team, and the same reason code can be mapped to multiple teams.

The following table describes the fields on the Manage Reason Codes (Sign Out) gadget:

| Field | Explanation |
|--------------|---|
| Reason Label | The label for the Sign Out reason code. The label has a maximum length of 40 characters and should be unique for each Sign Out reason code. Alphanumeric and special characters are supported. |
| Type | The type of reason code (System or Custom). The column is default and can be sorted to display both System reason codes and Custom reason codes. |
| Reason Code | A code for the Sign Out reason. The code can be any value between 1 and 65535 and must be unique. |
| Global? | Yes/No. Indicates if the reason code is available globally to all agents (Yes) or to specific teams of agents (No). |

Actions on the Manage Reason Codes (Sign Out) gadget:

- **New:** Add a new Sign Out reason code
- **Edit:** Edit an existing Sign Out reason code
- **Delete:** Delete a Sign Out reason code
- **Refresh:** Reload the list of Sign Out reason codes from the server



Note When you add, edit, or delete a Sign Out reason code, the changes you make take effect on the Finesse desktop after three seconds. However, agents who are signed in when the changes are made must sign out and sign in again to see those changes reflected on their desktops.

When an agent clicks Sign Out on the desktop, any configured Sign Out codes appear in a drop-down list. The agent can select the code that represents why that agent is signing out.

Add Sign Out Reason Code

Procedure

- Step 1** In the Manage Reason Codes (Sign Out) gadget, click **New**.
- Step 2** In the Reason Label box, enter a label for the reason code.
- Note** Sign Out reason code labels are limited to 40 characters.
- Step 3** In the Reason Code box, an auto populated reason code is displayed. If you choose not to save the prepopulated reason, you can enter your own reason code.
- Note** The code must be between 1 and 65535 and must be unique.
Ensure there are no leading or trailing spaces.
- Step 4** If the reason code is global, select the Global? check box. If the reason code is specific to a team, clear the Global? check box.
- Note** By default, the Global? check box is selected.
- Step 5** Click **Save**.
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Edit Sign Out Reason Code

Procedure

- Step 1** In the Manage Reason Codes (Sign Out) gadget, select the reason code that you want to edit.
- Step 2** Click **Edit**.
- Step 3** If you want to change the label of the Sign Out reason code, in the Reason Label field, enter a new label for the reason code. If you want to change the code, in the Reason Code field, enter the new code. If you want to change who has access to the code, select or clear the Global? check box.
- Step 4** Click **Save**.
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Delete Sign Out Reason Code



- Note** An error may occur if an agent selects a Sign Out reason code after it has been deleted. Agents who are signed in when you make changes to Sign Out reason codes must sign out and sign back in to see those changes reflected on their desktops.
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Procedure

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- Step 1** In the Manage Reason Codes (Sign Out) gadget, select the Sign Out reason code that you want to delete.
- Step 2** Click **Delete**.
- Step 3** Click **Yes** to confirm the deletion of the selected Sign Out reason code.
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Not Ready Reason Codes

Not Ready reason codes represent reasons that agents can select when they change their state to Not Ready.

Use the Manage Reason Codes (Not Ready) gadget to view, add, edit, or delete Not Ready reason codes.

1. Click the Reason Label or Reason Code headers to sort the Not Ready reason codes by label or reason code in ascending or descending order.
2. Click the Type header to sort and display system or custom reason codes.
3. Click the Global header to sort reason codes by whether they are global (Yes) or not (No).

Not Ready reason codes can be global (visible to all agents) or team (visible only to agents on specified teams).



Note Finesse supports a total of 200 Not Ready reason codes. This includes a maximum of 100 global Not Ready reason codes, and 100 team Not Ready reason codes. The team reason codes can be mapped to any team, and the same reason code can be mapped to multiple teams.

The following table describes the fields on the Manage Reason Codes (Not Ready) gadget:

| Field | Explanation |
|--------------|---|
| Reason Label | The label for the Not Ready reason code. The label has a maximum length of 40 characters and should be unique for each Not Ready reason code. Alphanumeric and special characters are supported. |
| Type | The type of reason code (System or Custom). The column is default and can be sorted to display both System reason codes and Custom reason codes. |
| Reason Code | A code for the Not Ready reason. The code can be any value between 1 and 65535 and must be unique. |
| Global? | Yes/No. Indicates if the reason code is available globally to all agents (Yes) or to specific teams of agents (No). |

Actions on the Manage Reason Codes (Not Ready) gadget:

- **New:** Add a new Not Ready reason code

- **Edit:** Edit an existing Not Ready reason code
- **Delete:** Delete a Not Ready reason code
- **Refresh:** Reload the list of Not Ready reason codes from the server



Note When you add, edit, or delete a Not Ready reason code, the changes you make take effect on the Finesse desktop after three seconds. However, agents who are signed in when the changes are made must sign out and sign back in to see those changes reflected on their desktops.

When an agent signs in to the Finesse desktop, the agent state is set to Not Ready. The agent can then choose to go to Ready status or choose from one of the configured Not Ready reason codes from the agent state drop-down list.

If an agent wants to change from Ready to Not Ready status, that agent can choose the appropriate Not Ready reason code from the list of configured codes.

An agent who is on a call can select a state to be applied when the call is complete. For example, if an agent wants to be in Not Ready state when the call ends, that agent can choose Not Ready from the drop-down list while still on the call. The Finesse desktop shows the agent in Talking state and a pending state of Not Ready.

If the agent also applies a Not Ready reason code, the desktop shows the pending state with the reason code (in this case, Not Ready - Lunch).

Pending state changes appear on the desktop while the agent's state is Talking (for example, on hold, in a consult call, conference, or silent monitor call).



Note During a PG or CTI server failover, the pending state of an agent is not retained.

Add Not Ready Reason Code

Procedure

Step 1 In the Manage Reason Codes (Not Ready) gadget, click **New**.

Step 2 In the Reason Label box, enter a label for the reason code.

Note Not Ready reason code labels are limited to 40 characters.

Step 3 In the Reason Code box, an auto populated reason code is displayed. If you choose not to save the prepopulated reason code, you can enter your own reason code.

Note The code must be between 1 and 65532 and must be unique.
Ensure there are no leading or trailing spaces.

Step 4 If the reason code is global, select the Global? check box. If the reason code is specific to a team, clear the Global? check box.

Note By default, the Global? check box is selected.

Step 5 Click **Save**.

Note The Finesse server removes leading or trailing spaces before saving the Reason Label in the database.

Edit Not Ready Reason Code

Procedure

Step 1 In the Manage Reason Codes (Not Ready) gadget, select the reason code that you want to edit.

Step 2 Click **Edit**.

Step 3 If you want to change the label for the Not Ready reason code, in the Reason Label field, enter a new label for the reason code. If you want to change the code, in the Reason Code field, enter the new code. If you want to change who has access to the code, select or clear the Global? check box.

Step 4 Click **Save**.

Delete Not Ready Reason Code



Note An error may occur if an agent selects a Not Ready reason code after it has been deleted. Agents who are signed in when you make changes to Not Ready reason codes must sign out and sign back in to see those changes reflected on their desktops.

Procedure

Step 1 In the Manage Reason Codes (Not Ready) gadget, select the Not Ready reason code that you want to delete.

Step 2 Click **Delete**.

Step 3 Click **Yes** to confirm the deletion of the selected reason code.
