



Manage Reasons

The Reasons tab on the Cisco Finesse administration console allows you to view, add, edit, and delete Not Ready reason codes, Sign Out reason codes, and Wrap-Up reasons.

The reason codes you configure in Finesse are not automatically populated in Unified CCE. To populate them across the solution, you must configure the reason codes in both Finesse and Unified CCE.



Note You can configure different reason codes with the same reason code label across various teams.

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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. 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. Click the Type header to sort and display system or custom reason codes. 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 Not Ready team reason codes. The team reason codes can be mapped to any team, and the same reason code can be mapped to multiple teams.

Manage Reason Codes (Not Ready)			
Reason Label	Type ▼	Reason Code	Global?
Supervisor Initiated	System	999	Yes
Starting Force Logout	System	20001	Yes
Agent Logout Request	System	20003	Yes
Offhook	System	32762	Yes
Call Not Answered	System	32767	Yes
Connection Failure	System	50002	Yes
Non ACD Busy	System	50005	Yes
Call Overlap	System	50010	Yes
Mobile Agent Call Not Answered	System	50041	Yes

New Edit Delete Refresh

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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. Both 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 as shown in the following figure.



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 will not be retained.

Add Not Ready Reason Code

Perform the following procedure to add a new Not Ready reason code.

Procedure

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

The New Reason Code area appears.

The screenshot shows a dialog box titled "New Reason Code". It has two text input fields: "Reason Label" and "Reason Code". Below these fields is a checkbox labeled "Global?" which is checked. At the bottom left of the dialog are two buttons: "Save" and "Cancel".

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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 pre populated 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

Perform the following procedure to edit the label or code for an existing 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**.

The Edit Reason Code area appears.

Manage Reason Codes (Not Ready)

Reason Label	Type	Reason Code	Global?
Call Not Answered	System	32767	Yes
Connection Failure	System	50002	Yes
Non ACD Busy	System	50005	Yes
Call Overlap	System	50010	Yes
Mobile Agent Call Not Answered	System	50041	Yes
Extension Modified	System	65533	Yes
System Reset	System	65534	Yes
System Reinitialized	System	65535	Yes
Coffee Break	Custom	57934	Yes

Edit Reason Code

Reason Label: Reason Code: Global?:

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- 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.

Perform the following procedure to delete a Not Ready reason code.

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**.
- A question appears asking you to confirm that you want to delete the selected reason code.

Manage Reason Codes (Not Ready)

Reason Label	Type ▼	Reason Code	Global?
Call Not Answered	System	32767	Yes
Connection Failure	System	50002	Yes
Non ACD Busy	System	50005	Yes
Call Overlap	System	50010	Yes
Mobile Agent Call Not Answered	System	50041	Yes
Extension Modified	System	65533	Yes
System Reset	System	65534	Yes
System Reinitialized	System	65535	Yes
Coffee Break	Custom	57934	Yes

⚠ Are you sure you want to delete the selected Reason Code? (Coffee Break)

Yes No

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

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 a total of 200 Sign Out reason codes. This includes a maximum of 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.

Manage Reason Codes (Sign Out)

Reason Label	Type ▲	Reason Code	Global?
Connection Failure	System	255	Yes
Supervisor Initiated	System	999	Yes
Force Logout	System	20002	Yes
System Disconnect	System	50001	Yes
System Failure	System	50002	Yes
Device Error	System	50003	Yes
Inactivity Timeout	System	50004	Yes
Queue Change	System	50020	Yes
Device Conflict	System	50030	Yes

New
Edit
Delete
Refresh

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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. Both 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 back in 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 then choose the code that represents why that agent is signing out.



Add Sign Out Reason Code

Perform the following procedure to add a new Sign Out reason code.

Procedure

Step 1 In the Manage Reason Codes (Sign Out) gadget, click **New**.

The New Reason Code area appears.

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 pre populated 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

Perform the following procedure to edit the label or code for an existing 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**.

The Edit Reason Code area appears.

Manage Reason Codes (Sign Out)

Reason Label	Type ▲	Reason Code	Global?
End of Shift	Custom	5804	Yes
Connection Failure	System	255	Yes
Supervisor Initiated	System	999	Yes
Force Logout	System	20002	Yes
System Disconnect	System	50001	Yes
System Failure	System	50002	Yes
Device Error	System	50003	Yes
Inactivity Timeout	System	50004	Yes
Queue Change	System	50020	Yes

Edit Reason Code

Reason Label Reason Code Global?

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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**.

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.

Perform the following procedure to delete a Sign Out reason code.

Procedure

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**.

A question appears asking you to confirm that you want to delete the selected reason code.

Manage Reason Codes (Sign Out)

Reason Label	Type ▲	Reason Code	Global?
End of Shift	Custom	5804	Yes
Connection Failure	System	255	Yes
Supervisor Initiated	System	999	Yes
Force Logout	System	20002	Yes
System Disconnect	System	50001	Yes
System Failure	System	50002	Yes
Device Error	System	50003	Yes
Inactivity Timeout	System	50004	Yes
Queue Change	System	50020	Yes

⚠ Are you sure you want to delete the selected Reason Code? (End of Shift)

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

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	Ready - Offhook 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 the hook to place a call. If the agent remembers to do this task the corresponding agent-triggered reason code is displayed. If the agent does not remember to do this task, the system issues this reason code.

		<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.
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.
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.
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, normally 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.

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) or higher versions. If there is a reason code conflict then the following message appears when you sign in to the administration console:

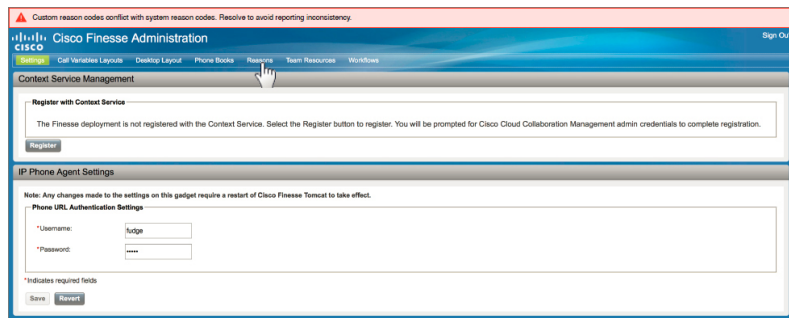
Custom reason codes conflict with system reason codes. Resolve to avoid reporting inconsistency.



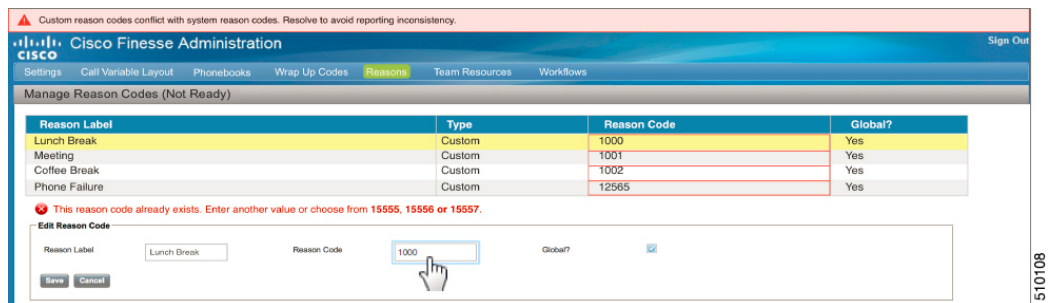
Note Clear your browser cache to ensure that you are allowed to view and resolve system reason code conflicts.



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.

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 Finesse supports a maximum of 100 global and 1500 team Wrap-Up reasons. No more than 100 Wrap-Up reasons can be assigned to any one team.

Finesse supports wrap-up functionality only for incoming calls and Outbound Option Dialer Calls (Finesse does not support Outbound Option Direct Preview mode). Finesse does not support wrap-up for outgoing calls placed by agents.

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

- Set the Work mode on incoming attribute to either *Optional* or *Required*.

- Set the Work mode on outgoing attribute to either *Optional* or *Not Allowed*.

If the Work mode on incoming attribute is set to Required, agents automatically transition to wrap-up state after an incoming or Outbound Option call ends. If the Work mode on incoming attribute is set to Optional, agents must select Wrap-Up from the agent state drop-down list while on a call to transition to wrap-up state when the call ends. If the agent does not select Wrap-Up during the call, the agent does not transition to wrap-up state when the call ends.

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



Note 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.

Manage Wrap-Up Reasons	
Wrap-Up Reason Label	Global?
Sales	Yes
Support	Yes
Product Question	Yes
Wrong Number	Yes

New Edit Delete Refresh

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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 back in to see those changes reflected on their desktops.

Add Wrap-Up Reason

Perform the following procedure to add a new Wrap-Up reason.

Procedure

- Step 1** In the Manage Wrap-Up Reasons gadget, click **New**.
The New Wrap-Up Reason area appears.

- 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

Perform the following procedure to edit an existing 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.

Manage Wrap-Up Reasons

Wrap-Up Reason Label	Global?
Sales	Yes
Support	Yes
Product Question	Yes
Wrong Number	Yes

Edit Wrap-Up Reason

Wrap-Up Reason Label: Global?

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- 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


Perform the following procedure to delete a 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.

Manage Wrap-Up Reasons

Wrap-Up Reason Label	Global?
Sales	Yes
Support	Yes
Product Question	Yes
Wrong Number	Yes

 Are you sure you want to delete the selected Wrap-Up Reason? (Wrong Number)

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