

Wrap-Up Codes

Topic	Detail
Navigation	Admin → Contact Center → Wrap-Up Codes
Purpose	Allow agents to categorize the outcome of each interaction for reporting, analytics, and quality
Scope	Created globally at org level — must also be assigned to each queue individually

Overview

Wrap-up codes are disposition tags agents apply at the end of each interaction to classify what happened (e.g., Resolved, Escalated, Follow-up Required, Technical Issue). They feed directly into:

- Historical analytics and reports
- Quality evaluations
- Workforce management data
- Contact reason tracking

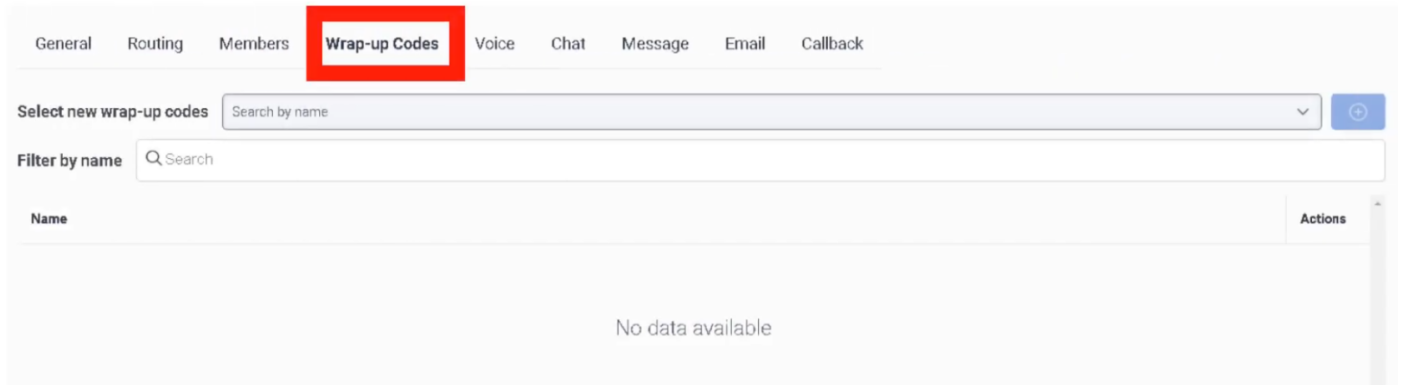
Creating Wrap-Up Codes

1. Navigate to [Admin](#) → [Contact Center](#) → [Wrap-Up Codes](#)
2. Click **Add**
3. Enter a **Name** (e.g., [Resolved](#), [Escalated](#), [Follow-up Required](#))
4. Select a **Division** — controls which admins can manage this code
5. Click **Save**

Assigning Wrap-Up Codes to a Queue

Codes must be added to each queue individually — creating them globally is not enough.

1. Navigate to `Admin → Contact Center → Queues`
2. Open the queue
3. Click the **Wrap-Up Codes** tab
4. Click **+** or use the search box
5. Add the required codes
6. Click **Save**



“ **⚠ Critical:** If wrap-up codes are not assigned to the queue, agents **cannot tag their interactions** — even if the codes exist in the system globally.

Best Practices

Practice	Reason
Keep code names clear and consistent	Improves reporting accuracy and agent usability
Limit the number of codes per queue	Too many choices slow agents during ACW
Use division assignment	Restricts management to appropriate admin teams
Review codes periodically	Remove outdated codes to keep reporting clean
Align codes with business reporting needs	Ensures data collected matches what leadership tracks

Interview Cheat Sheet

Question	Answer
Where are wrap-up codes created?	<code>Admin → Contact Center → Wrap-Up Codes</code>

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Where are they assigned for use?	In each queue's Wrap-Up Codes tab
What happens if codes aren't assigned to the queue?	Agents cannot tag interactions, even if codes exist globally
What do wrap-up codes feed into?	Analytics, historical reports, quality evaluations, WFM data

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