



EF WrapUp Gadget

ExpertFlow Wrap-up gadget provides an agent with an easy to use interface to search, select and apply wrapUps/disposition codes to inbound and outbound calls. The wrap up codes are displayed based on the category/Skill. Category/Skill comes pre-selected by the gadget, based on the queue the call was directed to. Queue Name must be passed to finesse in one of the call variables.

Contrary to the default Cisco wrap-up gadget that appears once the call ends, ExpertFlow Wrap up gadget appears as soon as the call lands which helps the agent to assign wrap up reason at any time during the call.

This wrap-up gadget comes with a configuration panel for system administrators, allowing them to easily define categories, wrap ups and assign wrap-up codes to each of these categories.

Wrapup Gadget Features

Category-wise Grouping

From the admin application, an admin can create categories and group wrapUps in categories.

On the Finesse gadget, an agent can then select a category and select multiple wrap-up codes grouped under the selected category.

The screenshot shows the 'Categories' panel on the left with a dropdown menu open, listing 'Information', 'Emergency', 'Information', 'Payments', and 'Services'. The 'Emergency' option is highlighted. The 'Sub Categories' panel on the right is empty, with a 'Total: 5' and 'Selected: 0' status. An 'Apply' button is visible on the right.

Multiple WrapUps

EF Wrapup gadget allows an agent to select multiple wrap-up codes against a single call. However, multiple wrapUps will only be shown in Expertflow CUIC reports and **will not be available** in Cisco's default report. Cisco's default report will only contain the first selected wrapup.

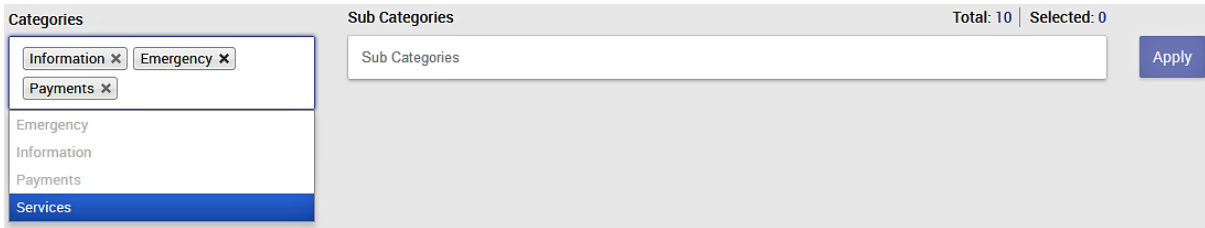
This feature can be disabled from the configuration file.

The screenshot shows the 'Categories' panel on the left with a dropdown menu open, listing 'Information', 'Emergency', 'Information', 'Payments', and 'Services'. The 'Emergency' option is highlighted. The 'Sub Categories' panel on the right shows a list of wrap-up codes: 'Account Balance', 'Account Statement', 'Pricing Packages', and 'Consultancy'. The 'Account Balance' and 'Account Statement' options are selected, indicated by a blue bar at the bottom of the list. The 'Total: 5' and 'Selected: 2' status is shown. An 'Apply' button is visible on the right.

Multiple Category selection

An agent can select multiple categories to list down wrap-ups codes from multiple categories. This is mainly useful when an agent wants to push multiple wrapUps from separate categories against a single call.

This feature can be disabled from the configuration file.



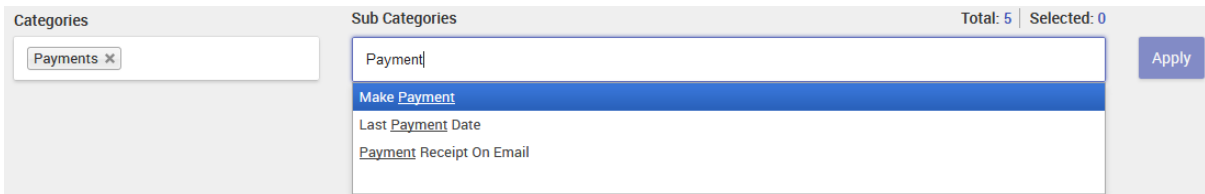
Automatic Category selection

If Category/Skill Name is passed in one of the call variables, the wrap-up gadget looks up the relevant category and automatically selects that category for an agent. For this feature to work, please make sure that:

- **Skill/CSQ name on which the call has landed is being passed in one of the call variables.**
- **Category created in the wrap-up configuration panel has the exact same name.**

Search Bar

Search bar saves an agent from scrolling through the wrap up list to find the relevant wrapup code by allowing an agent to type and search a wrap-up by name. This quick search makes it easy for an agent to select a wrap-up from a lengthy list of wrap-up codes.



Change Agent state

Wrap-up gadget keeps a check of if the agent has applied the wrap-up during the call or in after call work state. If no wrap-up has been applied even in wrap-up mode, the wrap-up gadget automatically sets the agent state to Not_Ready. (The gadget sets the agent state to Not_Ready two seconds before the wrap-up time ends. Wrap-up time configured in CC needs to be communicated to Expertflow, to be added in the configuration file).

As soon as the agent selects the wrap up for the previous call, the agent state is set to Ready.

However, if the agent doesn't apply wrap-up and manually changes his state to not ready, the wrap-up gadget doesn't handle this case.

Admin Application

Wrap up gadget comes with a web based admin application where the application admin can perform the following functions:

- **Add/Delete/Edit WrapUps**
Administrators can add wrapUps via an easy to use interface. WrapUps can also be deleted and edited, if required.

- **Add/Delete/Edit Category**
Administrators can add, delete or edit a category as per the contact center requirements.
- **Assign WrapUps to categories**
Administrators can assign wrapups to available categories as per the use case. One wrap-up can be assigned to multiple categories and this wrap-up will be available under both categories in the wrap-up gadget.

HOME

admin

MAIN MENU

Category/Product

WrapUp Codes

User Management

Change Password

Create New

10 records per page

Search:

Name	Skill Target ID	Date Created	Actions
Emergency		11/6/2017 5:56:24 PM	Add/Del WrapUp Edit Details Delete
Information		11/6/2017 5:50:04 PM	Add/Del WrapUp Edit Details Delete
Payments		11/6/2017 5:47:40 PM	Add/Del WrapUp Edit Details Delete
Services		11/6/2017 5:57:07 PM	Add/Del WrapUp Edit Details Delete

Showing 1 to 4 of 4 entries

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Powered by: Expertflow LLC:Version2.1

Wrapup Gadget CUIC Reports

In addition to Cisco's default CUIC reports, Expertflow will import the following additional CUIC report templates designed for the WrapUp gadget.

Detailed Call Report

This report consists of detailed stats for the Wrap Up pushed which is submitted by Agent assigned to a CSQ/SkillGroup. This report provides stats like Agent Name , Skill Group/CSQ Name , Customer ANI , Wrap Up Name and Call details such as Talk Time, Work Time and Hold Time.

Reports Wrap Up Code Report - Detailed Wrap Up Code Report - By Agent

Wrap Up Code Report - Detailed

WrapUp Detailed ☐ Only Thresholds

Date	Agent Name	Agent Login ID	Call Id	DMS	Category	Skill Group	Ring Time	Talk Time	Hold Time	Work Time	Total Handle ...	WrapUp Cod...
11/8/17 11:3...	Jehanzeb Riaz	jehanzeb	60000000322	4450	Information	Wrapup	0	48	0	18	66	Consultancy
11/8/17 11:3...	Jehanzeb Riaz	jehanzeb	60000000322	4450	Services	Wrapup	0	48	0	18	66	Community Li...
11/8/17 11:3...	Shabber Hass...	jehanzeb	60000000322	4450	Information	Wrapup	2	41	17	0	60	Consultancy
11/8/17 11:3...	Shabber Hass...	jehanzeb	60000000322	4450	Services	Wrapup	2	41	17	0	60	Community Li...
11/8/17 11:3...	Jehanzeb Riaz	shabber	60000000322	4450	Payments	Wrapup	0	48	0	18	66	Account Balan...
11/8/17 11:3...	Jehanzeb Riaz	shabber	60000000322	4450	Payments	Wrapup	0	48	0	18	66	Account State...
11/8/17 11:3...	Shabber Hass...	shabber	60000000322	4450	Payments	Wrapup	2	41	17	0	60	Account Balan...
11/8/17 11:3...	Shabber Hass...	shabber	60000000322	4450	Payments	Wrapup	2	41	17	0	60	Account State...
11/8/17 11:2...	Jehanzeb Riaz	jehanzeb	60000000319	1000	Payments		0	35	0	3	38	Last Payment ...
11/8/17 11:2...	Jehanzeb Riaz	jehanzeb	60000000319	1000	Payments		0	35	0	3	38	Payment Rece...
11/8/17 11:2...	Shabber Hass...	jehanzeb	60000000319	1000	Payments	Wrapup	0	43	5	0	48	Last Payment ...
11/8/17 11:2...	Shabber Hass...	jehanzeb	60000000319	1000	Payments	Wrapup	0	43	5	0	48	Payment Rece...
11/8/17 11:2...	Jehanzeb Riaz	shabber	60000000319	4450	Services		0	35	0	3	38	Community Li...
11/8/17 11:2...	Jehanzeb Riaz	shabber	60000000319	4450	Services		0	35	0	3	38	Physical asset...
11/8/17 11:2...	Shabber Hass...	shabber	60000000319	4450	Services	Wrapup	0	43	5	0	48	Community Li...
11/8/17 11:2...	Shabber Hass...	shabber	60000000319	4450	Services	Wrapup	0	43	5	0	48	Physical asset...

Success !

Agent-wise Report

This report provides agent-wise information consisting of the following:

- Agent Name - Name of the agent
- Wrap Up Name - Applied wrap-up codes
- Wrap Up Count - Total number of wrap-up codes applied

Wrap Up Code Report - By Agent

WrapUp Agent ☐ Only Thresholds

Date	Agent Name (ID)	WrapUp Code Description	Total WrapUp Count
2017/11/08			
	Jehanzeb Riaz (jehanzeb)		
		Community Living	
			1
		Consultancy	
			1
	Jehanzeb Riaz (shabber)		
	Shabber Hassan (jehanzeb)		
	Shabber Hassan (shabber)		
			24

Success !

Category wise Report

This is Category/Skill Group wise consolidated report that comprises of the following information:

- Date - Date wise grouping
- Category name - Name of the wrap-up category
- Calls handled - Total handled calls in the selected category
- Wrap Up Name - all the wrap-up codes in that category
- Wrap Up Count - Total number of wrapups in that category

CSQ/Skill Group Wise Report

This is the Wrap Up Code wise consolidated report that comprises:

- Date
- CSQ/Skill Group Name
- Total calls in the selected CSQ/Skill group
- Wrap up Code
- Wrap Up Code Count - The number of times this wrap-up code was applied

Cisco WrapUp Vs Expertflow WrapUp

Features	Cisco	Expertflow
Wrapup at call end	×	✓
Wrapup during call	✓	✓
Wrapup on Call Transfer/Conference	×	✓
Search WrapUp List	×	✓
Multiple WrapUps	×	✓
Automatic Category Selection	×	✓
Skip WrapUp Time if wrapup selected during call	×	✓
Change Agent state to no ready if no wrap-up	×	✓
Reporting	✓	✓

Solution Limitations

Following are some of the limitations of this gadget in case of certain use cases:

- In case an agent has selected multiple wrapUps for a single call, only the first selected wrap-up would be pushed to Cisco contact center and will be available in Cisco's default reports.
- In case of this [use case](#) (set agent state to ready if no wrap-up is selected during call or in wrap-up state):

- WrapUps selected in Not_Ready state will not be available in Cisco's Default reports as Cisco doesn't accept wrap-up after call. However, these will be reflected under Expertflow's custom developed reports.
- If the web browser is refreshed or restarted due to any reason, the wrap-up gadget will be reset to its default state (hidden) and the agent will not be able to apply wrap-up to the previous call. These calls will be reflected in reporting with the value "NOT_READY" under the wrap-up column.
- Time Zone Difference
For the gadget reports to work properly, the Time Zone configurations must be done at the Datasource level.
The UCCX Replicated data stamp will be at GMT 0, thus in case needed change the replicated datetime.

Installation Prerequisites

Network Prerequisites

Local & network security policy should allow communication on the configured port i.e, i.e., port 443.

Access Prerequisites

- Access to the application server is carried out via a monitored TeamViewer session.
- Admin privileges of the Windows machine is required.
- Cisco Finesse Administration access is required.
- Credentials for 3rdpartygadget account, to copy files.

Hardware Requirements

- 2 cores
- 4GB RAM
- 40 GB of available HDD space

Software Requirements

- DotNet Framework 4.5
- IIS 7.5 or higher
- JRE 8
- MS SQL Server 2008 or higher
- Windows Server 2008 and above
- **Domain Signed Certificate** in case the gadget needs to be run on HTTPs