FAQ: Call Center Routing - Wrap - Up and Guard Timer

Wrap-Up

- We have the ability to put an agent into a timed Wrap-Up state after each ACD call.
- When Wrap-Up is enabled, the agent will automatically be put into the Wrap-Up state for the specified time period and then automatically made Available again.
- Wrap-Up time can be configured on a queue (via OSSmosis) or agent (via Unity) basis.
- Via Unity, a "Wrap-up Duration" (in seconds) can be configured that is applied to every ACD call. This can be found in Services – > Call Center -> Agent -> ACD State.
- Via OSSmosis, a "Max Wrap Up Timer" queue-level setting can be applied that will give Agents the specified amount of Wrap-Up time which overrides the Unity setting. Each queue can have different Wrap-Up times configured depending on the nature of the call.
- To be certain that a user is put into the correct state after each call, Unity should be configured as follows: Services -> Call Center – Agent – ACD State, change **Post Call ACD State** to **Not Set**

Guard Timer

- Guard Timer is a pacing tool that ensures agents get some down time between ACD calls.
- This value is set globally at the Call Center Account Level Settings or individually on the Manage Agent screen.
- The default global value for each customer is 5 seconds. The agent-specific value will override the global value.
- In simple terms, Guard Timer gives an agent some "free" wrap up time between calls. So if an agent becomes Available immediately after ending an ACD call, they will remain in an Available state for the duration of the Guard Timer value regardless of calls waiting.

Here are a few examples: No Wrap Up configured, Global Guard Timer of 10 secs, Calls in queue

- Agent will answer ACD call #1 and remain Available during the call
- After ACD call #1 ends, they will remain Available.
- Even though the agent is Available, they will NOT receive ACD call #2 for 10 seconds due to the global 10 second Guard Timer.
- During those 10 seconds, they can make themselves Unavailable or go into the Wrap Up state.

Automatically set agent state to Wrap Up, Max Wrap Up Timer of 20 seconds, Global Guard Timer of 10 secs, Calls in queue

- Agent will answer ACD call #1 and remain Available during the call
- After ACD call #1 ends, the system will put them in a Wrap Up state for 20 seconds.
- The system will put them into an Available state.
- They will receive ACD call #2.