

# Saving wrap-up during the call with...

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[yogesh kumar](#) 46 posts since Aug 10, 2013

**Saving wrap-up during the call with UCCX CTI** Oct 14, 2014 6:43 AM

We have the requirement where agent need to save wrap-up during the call from our customized agent desktop. Not during the wrap-up mode. Is this allowed?



[gcheria](#) 836 posts since Feb 20, 2009

**Re: Saving wrap-up during the call with UCCX CTI** Oct 20, 2014 5:45 AM

Hi Yogesh,

I could find your previous post - [setting wrap-up data back to UCCX](#) . Are you trying to do transfer between agents. What I came to know is wrap up data is sent as per the CSQ configuration through which the call came from. If the automatic Work is enabled on the CSQ, then the second agent to whom you transfer the call is placed in the work status. Once this is done, the wrap-up timer kicks in and the wrap-up codes are populated until the work timer expires.

Thanks and Regards,  
Geevarghese



[yogesh kumar](#) 46 posts since Aug 10, 2013

**Re: Saving wrap-up during the call with UCCX CTI** Oct 22, 2014 12:32 AM

Hi Geevarghese,

This time the requirement is slightly different from my previous post.  
I want to enable agent to save wrap up during the call when he is talking to the customer. I am aware that finesse allows this but not sure if we can achieve the same from UCCX CTI.

Regards  
Yogesh