

## Retail – Finish Code Wrap-up and Agent Activity

**Purpose** To guide agents in using the Agent Activity codes correctly to improve reporting accuracy.

**Status Options and Definitions** Using the appropriate Status Option is important to define agent activity.

Option	Definition
Available	Present and ready to interact (Green Icon).
Unavailable	Unavailable to take call (Red Icon).
Break	To interrupt activity for a brief period.
Lunch	A light midday meal.
Training	Process of learning the necessary skills to perform your occupation. (Examples: One on one phone training, class room training and Knowledge center training).
Meeting	Quarterly business review. <b>Note:</b> Meeting status should for morning huddles.
Price Match	Calling / emailing a Price Match customer.
Desk Work	Work done at your desk. (Examples: Refunding invoice, PayPal request, reply to an email)
Start of Day	Start of Day should never be selected.
Return Labels	Creating Return labels for a customer service issue. <b>Note:</b> Status option is utilized by customer care only.
303 Account	Updating Customer Care 303 Account. <b>Note:</b> Status option is utilized by customer care only.
Live Chat	Dual agent currently chatting.

**Finishing a phone interaction**

Step	Action
1	When finished talking, either the customer will complete call by hanging up, or the agent will complete the call by clicking the <b>Hang Up</b> icon.
2	Once you hang up, the <b>Select Finish Codes</b> dialog box will display. Select one finish code based on the following definitions. <ul style="list-style-type: none"> <li>• <b>Sale</b> – The action of selling something.</li> <li>• <b>No Sale</b> - The action of not selling something.</li> <li>• <b>Spam – DO NOT USE.</b></li> <li>• <b>Other</b> – Any situation other than Sale or No Sale.</li> </ul>
3	Click <b>OK</b> to facilitate the next interaction.

**Note:** It is necessary to select a **Finish Code** to complete the interaction. Agents cannot stay in a perpetual state of wrap up and are required to select a **Finish Code**. Agents should change their **activity status** to complete the interaction if necessary.

**Contact** Please see your manager if you have any questions.