

Call Contact Reason

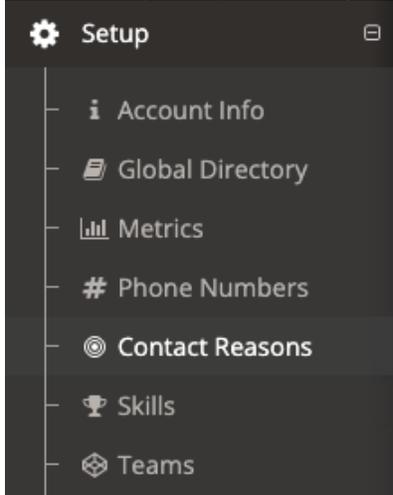
The Flow call contact reason feature allows agents to select from a predefined list of reasons for the call once the call is complete and the agent is in an auto after call wrap (AutoACW) status. The data is stored and can be used in conjunction with Insight reporting.

How to enable the Call Contact Reason:

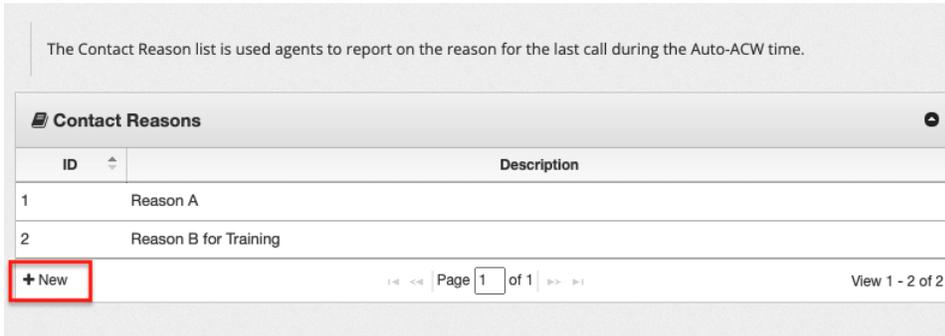
To enable the call contact reason feature, a contact reason must be created in the Flow setup section in the Admin portal.

Adding a Contact Reason:

1. In Flow's admin portal expand the **Setup** section and click **Contact Reasons** from the list.



2. Click **+ New** located at the bottom of the list.



3. On the Contact Reason edit page set the **Reason Status** to **Active**.
4. Add a **description** in the text box. The text added here will be how the reason is shown to agents for selection. We recommended keeping the description concise and limited to a few words.
5. Select the queues where the contact reason should be used. Multiple queues can be selected, or use the **All queues** check box to select them all.

Contact Reason Edit

Directory Entry

Reason Status

Active Disabled

Description

Reason A

Queues

All Queues

Queue A

Queue B

Delete Save

6. Click **Save**.

Deleting a Contact Reason:

1. In Flow's admin portal expand the **Setup** section and click **Contact Reasons** from the list.
2. Click on the contact reason you want to delete from the list.
3. On the Contact Reason Edit page, click **Delete**.
4. Confirm you want to delete the contact reason by clicking **OK** in the pop-up window.

Agent Use Guide:

From the agent's perspective, the call contact reason will be displayed above the date/time and current status section once a call is complete and the agent is in an AutoACW status.

The call contact reason appears as a yellow (needs attention) bar with a list of clickable reasons. Once a reason is selected the bar turns green (reason selected). The agent can select a different reason if the first one selected was incorrect. Once the agent is returned to available status the call contact reason bar will vanish.

Call Contact Reason Bar - Initial, No Selection Made:

Select a reason for your last call #17: Reason A Reason B for Training

2022-06-19 17:34:43 Current Status: 🔄 Auto ACW (215)

My Assignments

Queue	Calls	Talking	Waiting	Wait Time
Queue A	0	0	0	-
Queue B	0	0	0	-

My Calls

You have no calls.

Call Contact Reason Bar - Reason Selected:

Select a reason for your last call #17: Reason A Reason B for Training

2022-06-19 17:35:26 Current Status: 🔄 Auto ACW (172)

My Assignments

Queue	Calls	Talking	Waiting	Wait Time
Queue A	0	0	0	-
Queue B	0	0	0	-

My Calls

You have no calls.

Related articles

- [Call Contact Reason](#)