Select a Wrap-Up Code
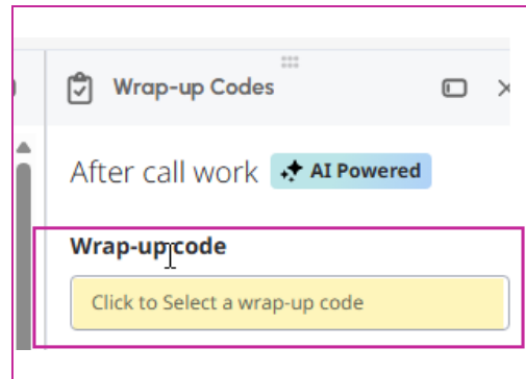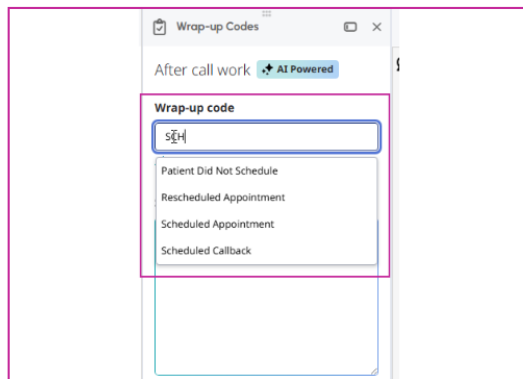
Select a Wrap-Up Code

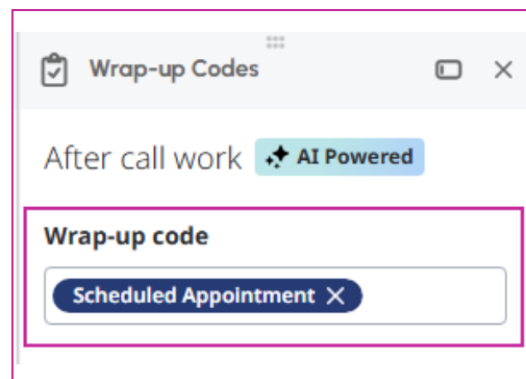*Complete the call and exit "After Call Work (ACW)"*
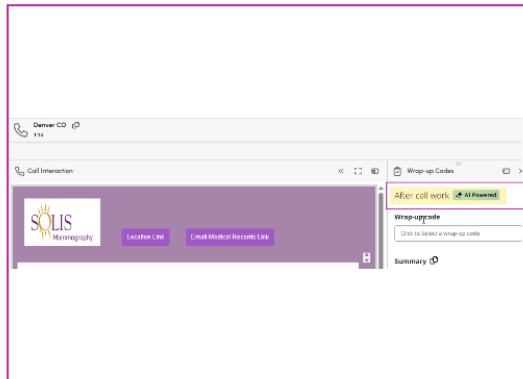
1 **Confirm** the call has ended and *"After Call Work"* displays.
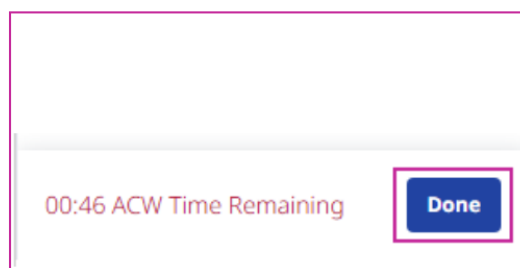
2 **Select** the **Wrap-Up Code** field.

3 **Select** a wrap-up code from the list, or **Type** in the field to search for a specific wrap-up code.

4 **Confirm** the wrap-up code is selected.

00:46 ACW Time Remaining   **Done**

5 **Select Done** to complete the interaction.

Important Notes:
- Selecting **Done** completes the interaction.
- ACW should be used sparingly; documentation is expected to be completed during the call when possible.

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