Wrap-up codes and notes

Last Modified on 11/23/2026 1:40 pm EST

Reader group: All agents
In a live knowledge base, only signed-in Hootline agents would see this page. It's public in this demo so you can explore.

Write notes so the next agent can help without asking the customer to repeat anything.

The three-line note

1. **Reason:** why they called, in their words
2. **Action:** what you did, including any credit amount
3. **Next:** anything still open, and who owns it

Common wrap-up codes

Code	Use for
ORD-CHG	Order or subscription changes
DEL-ISS	Delivery problems, missing or damaged items
BILL	Charges, credits and refunds
TECH	App, website or device troubleshooting
CXL	Cancellations, including saves
ESC	Escalated to a supervisor

Aim to finish wrap-up within 45 seconds of ending the call.