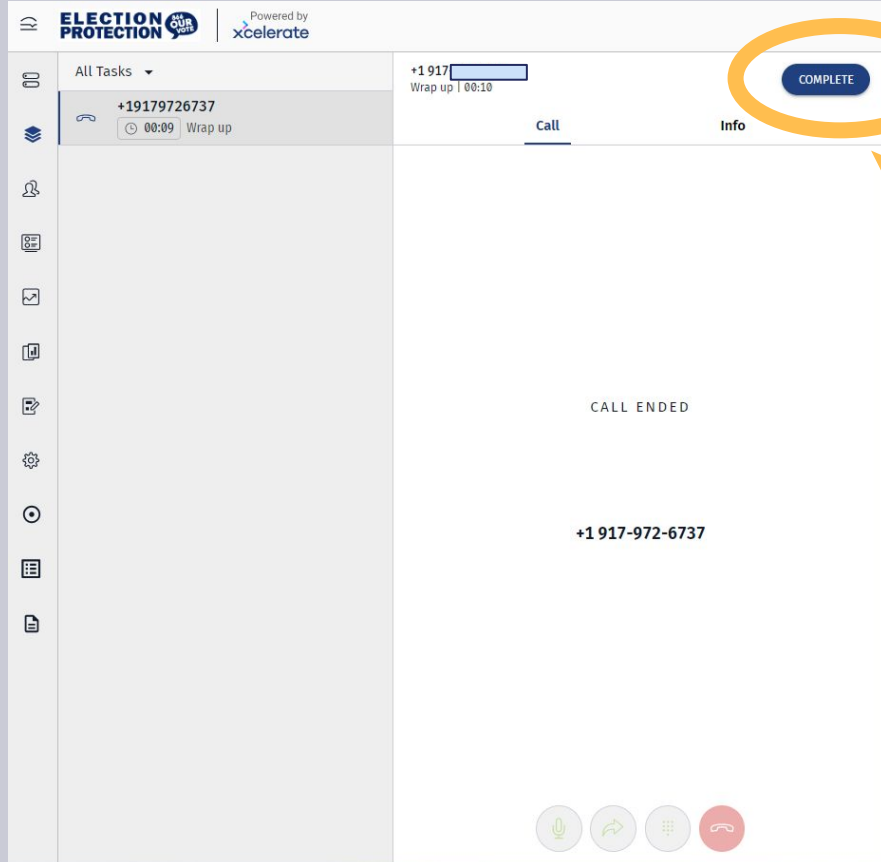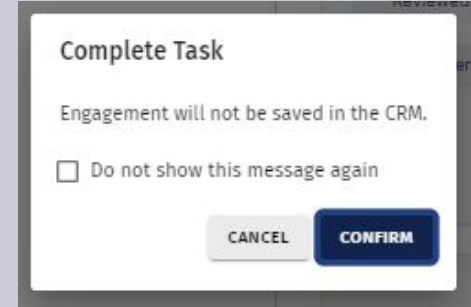# Completing a Task

1. Ending the interaction will put the task in "wrap up" mode.
2. When you have submitted the OVL ticket, click the "Complete" button at the top of the task
3. Complete all tasks (VM plus outgoing call, call plus text, etc.)
4. The task will close and your status will return to available, freeing you to accept another task.

Completing Your First Task

No Need to Save in the CRM

- The first time you complete a task in the system, you will get an alert that engagement will not be saved in the CRM.
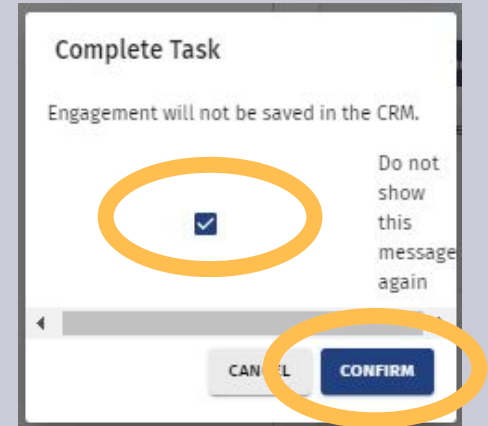- You can disregard this, select do not show this message again and then confirm.

Complete Task

Engagement will not be saved in the CRM.

☐ Do not show this message again

CANCEL   CONFIRM

Complete Task

Engagement will not be saved in the CRM.

☑   Do not show this message again

CAN EL   CONFIRM