



NEW YORK CITY
Test & Trace Application
Case Monitoring Guide

Version 4.0

Table of Contents

Setting Up Your Workspace	4
<i>Locating and Selecting Contact in the Contact and Cases Intake and Monitoring Queues</i>	<i>7</i>
<i>Notes</i>	<i>9</i>
<i>Initiating a Call.....</i>	<i>10</i>
Voicemail.....	11
<i>Disposition</i>	<i>12</i>
Introduction	13
Identity Verification	17
Symptoms	19
Monitoring Preference	21
Isolation	22
Wraparound Services	24
End Of Monitoring	26

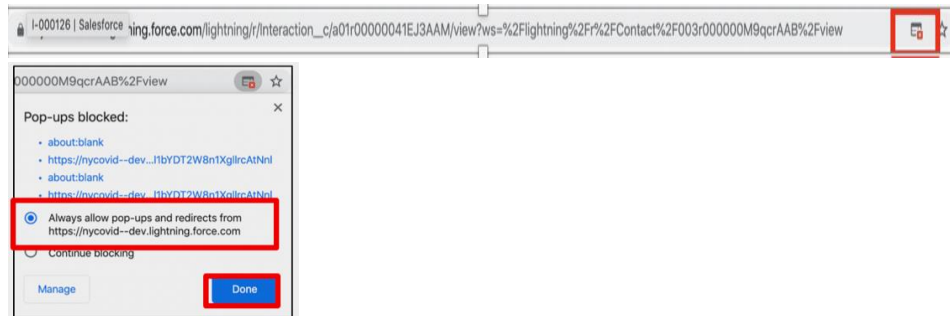
	Welcome to the New York City Test and Trace Application for Monitors course. As a Monitor, you will use the New York City Test and Trace Application to conduct Case Monitoring, in which you will educate COVID-19 positive individuals about isolation or quarantine to mitigate disease transmission and the services available to them during their isolation or quarantine period, collect information about their symptoms, and notify them about the New York City Test and Trace Application. The New York City Test and Trace Application provides a detailed call script that will guide you through every phone interaction with exposed contacts.
--	---

Setting Up Your Workspace

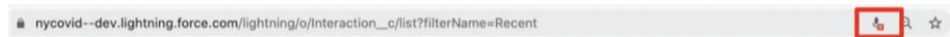
Before you begin conducting Case Monitoring, you need to set up your workspace.

First, ensure your pop-up blockers are disabled on Google Chrome. This is handled via the pop-up box in the web address bar. To disable the pop-up blockers, simply click the blocker and select **Always Allow** and then **Done**. This will ensure the New York City Test and Trace Application has the permissions it needs to function on your laptop.

- Click the **pop-up blocker** icon
- Select **Always allow** option
- Click **Done**



You must also allow access to your microphone. If this is blocked, phone calls will not be able to be made or received. To turn off the microphone blocker, click the microphone icon in the web address bar. Follow the instructions to allow access to your microphone.



Now you are ready to log into the New York City Test and Trace Application. You should have received an email from Salesforce with your username and a link to set up your password. Click on the link in the email to be routed to the Change Your Password screen. Complete the steps on the screen. Once you set up your password, you will be logged into the application.

Once logged in, you will see the Monitor General Queue and a list of Interaction records which we will cover in a minute.

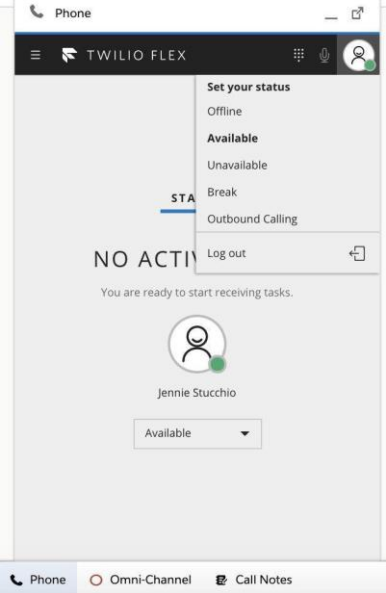
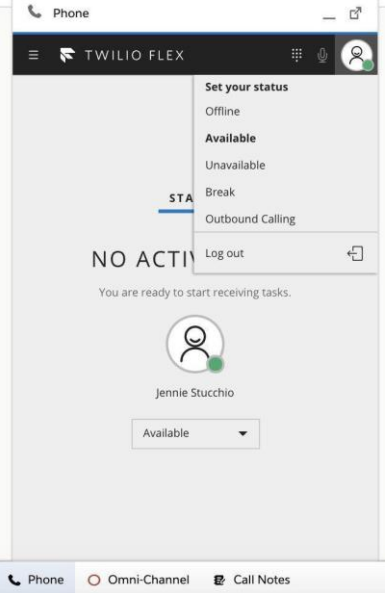
When you are ready to make calls, click into Omni-Channel, choose **Online** as your status, then click into Twilio Flex and choose **Outbound Calling** as your status on Twilio Flex.

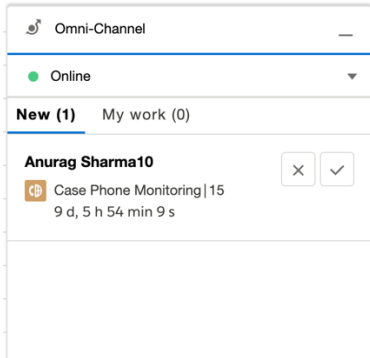
- Click **Omni-Channel** in the bottom left corner

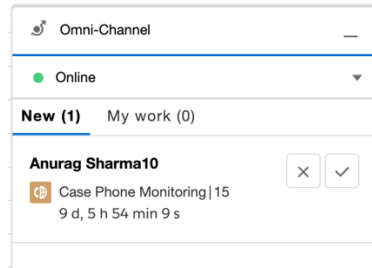
Phone Omni-Channel Call Notes

- Click the drop-down arrow in the top right and choose **Online**
- Click **Phone** in the bottom left corner (Twilio)
- Click the circular Status icon on the top right and then select **Outbound Calling** **Minimize** your Twilio window

The **Outbound Calling** status on Twilio Flex means you are ready to place calls and the Online status on Omni-Channel means you are ready to auto-receive and pick up Interaction records on which you will conduct Case Monitoring.

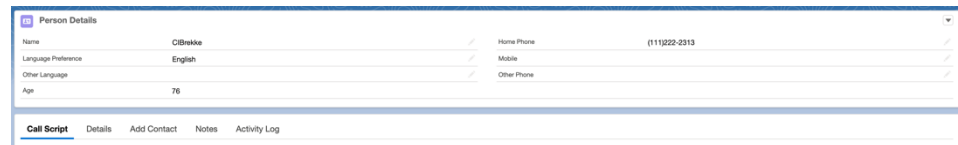
	 To receive inbound calls, change your status on Twilio Flex to Available and your status on Omni-Channel to Offline. This ensures you are not sent Interaction records on Omni-Channel while you are receiving inbound calls.
	 It is important to ensure these statuses are correct based on whether you are placing outbound calls or receiving inbound calls as Twilio Flex and Omni-Channel work together to ensure your workspace is set up to place and receive calls. It is also important to note that you should not pop out the Twilio screen while you are in the middle of a call as this will refresh the Twilio Flex screen and disconnect the call. Ensure the volume on your audio device or headset connected to the laptop is turned on as this will be used to place and conduct

	your calls
Locating and Selecting Contact in the Contact and Cases Intake and Monitoring Queues	Let's take a look at how a Monitor conducts Case Monitoring in the New York City Trace App. - Click the List Views dropdown - View the Monitor General Queue and Monitor Spanish Queue.
	The Monitor General Queue will display the interaction records for Case Monitoring. In order to start working these Interactions, go to Omni-Channel, located in the bottom left corner of your screen. - Click Omni-Channel - View the Interaction record in the Omni-Channel window  On the Omni-Channel window, you will automatically receive one Interaction record at a time. The Interaction record that has been in the queue the longest displays in the list. Notice that this Interaction shows as a Case and you also see the date of birth and age for the Contact. Clicking the checkmark for the Contact accepts it and takes you to the Interactions record. - Select the Contact to call, then click the checkmark to accept it



Clicking on the checkmark brings you directly into the Interaction record. At the top of the page, you see the Person Details section. Here you find the Name, Language Preference, Age, and Phone Numbers for the Contact.

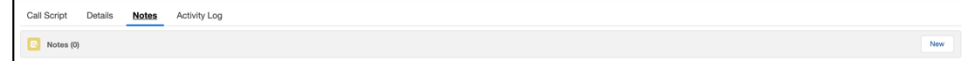
- View the **Person Details**
- View the **Call Script** tab



As a call center agent you have the ability to view the activity logs that were updated by the community engagement specialist. There you can view any interactions or comments that were captured between the case and the community engagement specialist.

Review the information in the Person Details section prior to making the call. Be sure you are on the Call Script tab when you are ready to call the Contact.

Notes



On the interaction you are able to add notes that you collected before, during, and after the call. Click on the notes tab under the interaction record and click new to open new notes.

The notes will be automatically related to the interaction with you as the creator. You can share the notes with other call center agents and add the notes to other interaction records. Once you are done click done so the notes are saved to the interaction.

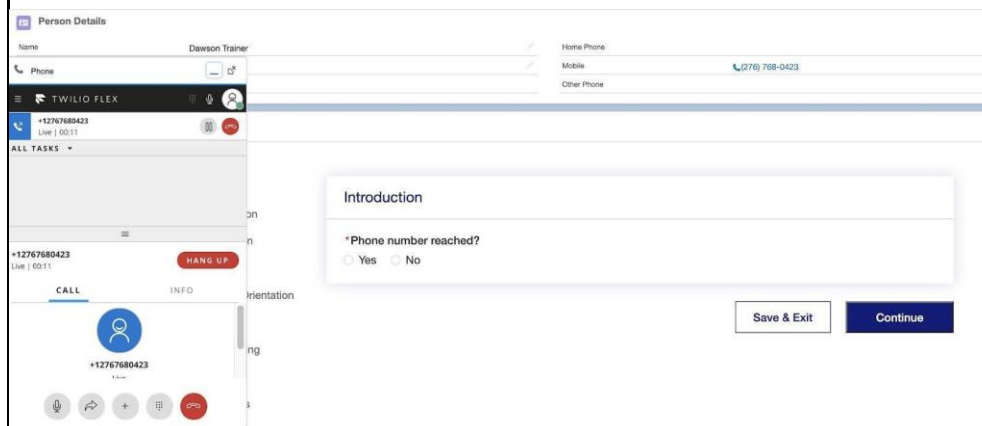
Initiating a Call

First, you want to open up the call script by clicking on Start Call on the Interaction record. This brings up the first page of the Call Script before you actually dial the number of the Contact.

- Click the **Call Script** tab. If necessary: Click the **Start Script** button
- View the **Phone** number in the **Person Details** section

As the Monitor, when you are ready to make the call to the Contact, you click the phone number listed in the Person Details section. Clicking the number will launch Twilio Flex which automatically calls the Contact.

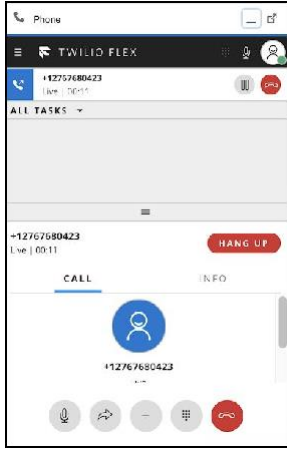
- Click the **Phone number**



If the phone number appears to not be a link or have a strikethrough on the phone icon, this means you are offline on Twilio Flex and must set your status to Outbound Calling or Available based on your designated task.

When the call is being placed, you will hear a standard phone ring through your device microphone. Minimize the Twilio window at this time.

- **Minimize** the Twilio window

	
Case Monitoring Step 1: Voicemail	The first step in-call script is Voicemail. 1. Voicemail 2. Introduction 3. Identity Verification 4. Symptoms 5. Monitoring Preference 6. Isolation 7. Wraparound Services 8. End of Monitoring Voicemail * Phone number reached? ☒ Yes ☐ No Save & Exit Continue If the Contact doesn't answer, click on No for the first question. When you select "No" a teal shaded box appears. The teal box includes dialogue you will read to the Contact as well as guidance for special circumstances. Hello Nikitha Bala, my name is Monitor English and I'm calling from New York City Health + Hospitals about an important health matter. I will call you back again soon. You can also call us back at 212-242-2692, select your language, then select option 1. It is critical we speak as soon as possible. If we don't reach you today, you may be contacted by our home visit team. Please call us back or answer the call the next time you see this or a similar number. Thank you. When the phone number is not reached, you will leave a voicemail with the dialogue in the teal box. If the call is answered, you click "Yes" for the Phone number reached. • The phone number reached = Yes

Disposition	If the call is not answered, you will save and exit to enter the call disposition. Save × *Disposition Select an Option Disposition Notes Callback Details Date Time Cancel Submit Choose the reason the contact is not available to reach the call. Busy/No Answer Call Back Requested Call Dropped Duplicate / Already Completed Emergency Incapable of Responding/No Proxy Incorrect or Inactive Number Language Barrier Left Voicemail Potentially Deceased Enter the disposition notes and provide a call back time within the next 24 hours to call the case. If you need to end the call before you finish the case monitoring, save and exit the call and gather the disposition for that call.
Case Monitoring Step 2:	Step two in the Call Script is Introduction.

Introduction

Introduction

Hello. My name is **Monitor English** and I am calling from New York City Health + Hospitals about an important health matter.

*Is Nikitha Bala available to speak?
☒ Yes ☐ No

*Before we continue, are you comfortable speaking in English?
☐ Yes ☒ No

*What is your preferred language?
Cantonese

Dial in Language Line.

Press 1 for Spanish

Press 2 for Mandarin

Press 3 for Russian

Press 4 for Cantonese

Press 5 for Bengali

Press 6 for all others and then it will prompt you to speak the language.

← Previous

Save & Exit

Continue

Read the text in the teal box to begin the introduction for the individual

In this training, we will point out where the text should be read and where it is simply instructional.

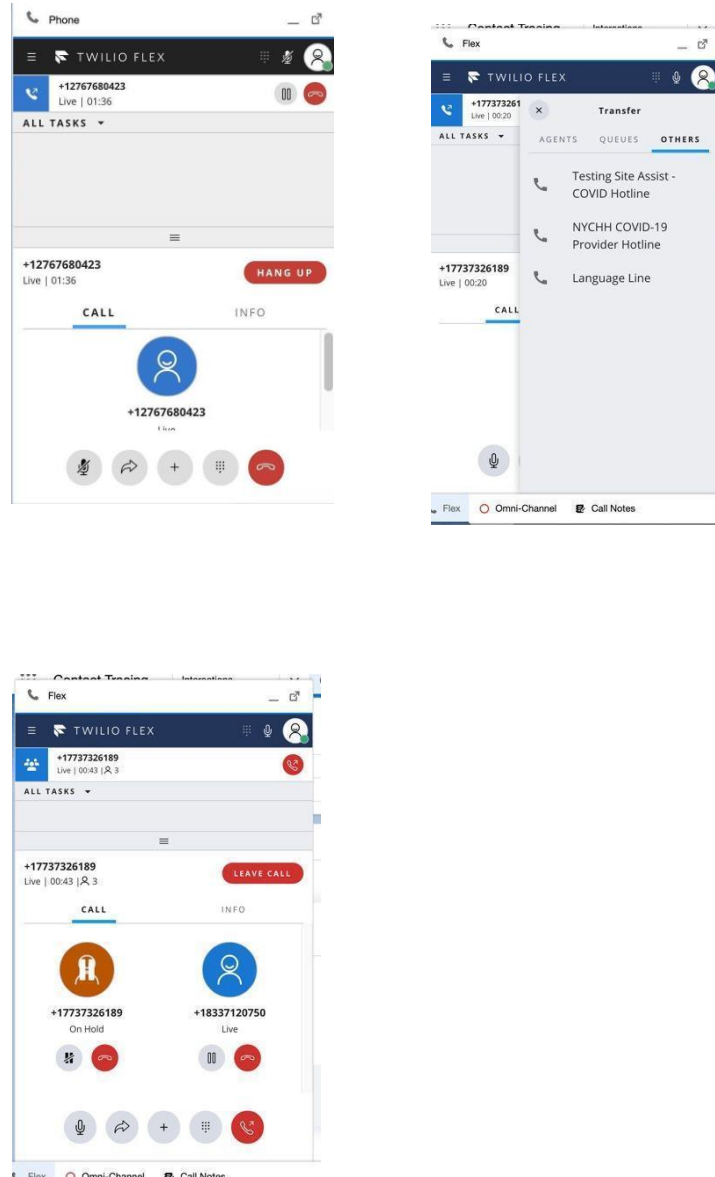
If the Contact is not available to speak, choose “No” and then ask the Contact to call back using the number you provide. Click Save & Exit to stop the interview.

Other responses could be that the Contact is hospitalized, deceased, or you have just simply dialed the wrong number. Follow the instructions in the teal box to read the correct dialogue based on the circumstance.

Read the teal boxes depending on the status of the contact.

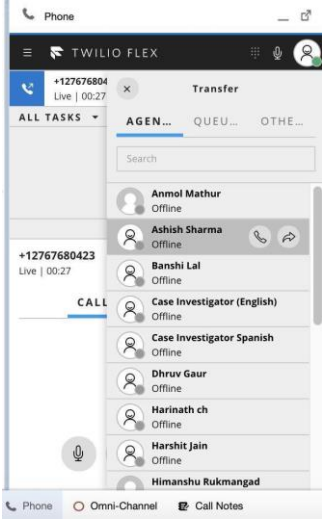
	If hospitalized: "Thank you for letting us know. Is there a mobile phone number or other telephone number at which we can reach them in the hospital?" Update the record with the correct phone number and call the new number. If deceased: "We are sorry for your loss. We will update our records, and thank you for your time." Select the Potentially Deceased call disposition. If wrong number: "Thank you for your time. We will update our records so you aren't contacted again." Select the Incorrect Number call disposition. If the Contact is available, choose "Yes," and then once the Contact is on the phone with you, ask if he or she speaks English. • Is CONTACT NAME available to speak? = Yes • Do you speak English? = No If the Contact does not speak English, you would choose "No" and ask them their preferred language as indicated in the call script. The gray box is instructional and gives you guidance on how to proceed. DO NOT read this out loud to the Contact, but rather, follow the directions in the box. • View the language choices • Choose Spanish as the preferred language
--	--

	*What is your preferred language? Spanish ▼ Dial in Language Line. Press 1 for Spanish Press 2 Mandarin Press 3 Russian Press 4 Cantonese Press 5 Bengali Press 6 for all others and then it will prompt you to speak the language. Let the Contact know that you will put them on a brief hold while you bring in a translator to accommodate their language preference. Next, click Phone in the bottom left corner to bring up Twilio Flex and place the Contact on hold by clicking the Pause button. Select the Forward icon. A transfer window will appear on Twilio Flex. Click on the Others tab and click on Language Line. This will place a call to the translation service. Open up the dial pad by clicking on the dial pad icon. Click on the appropriate number based on the preferred language. Wait until you answer the call. Then, bring the Contact back on the call by clicking on the pause icon to take them off hold. • Click Phone in the bottom left corner • Click Pause to place the Contact on hold Click the Forward (arrow) icon • Click Others in the Transfer screen box. Click on the label Language Line • Click the dial pad icon on the bottom. Click 1 on the dial pad. • Click Pause to bring the Contact back on the line
	• Click Leave Call.



We also want to mention that there may be times when you need to transfer a call to a different person. This is also done through Twilio. You can transfer a call to your supervisor, for example, by clicking the Arrow icon and then choosing the person for the transfer OR by clicking into the Queue tab and transferring to the Supervisor Queue.

- Click the **Arrow** icon
- View the names for the Transfer

	 Close the Transfer window. Minimize Twilio window For this example, we won't transfer anyone or use a translator. Let's continue with Step One of the call script. For this example, the Contact speaks English. - Do you speak English? = Yes Once you have the Contact on the phone with you and the questions have been answered, click Continue. Clicking Continue saves the page and moves you to the next page. - Click Continue
Case Monitoring Step 3: Identity Verification	The third step of the interview, Identity Verification, is very important.

	Identity Verification I want to let you know that this call will be recorded for quality assurance purposes. Because I am calling about a health issue, I need to verify your identity. What is your date of birth? Jun 5, 1941 *Date of Birth Confirmed? ☒ Yes ☐ No What is your address? Primary Address Street Address 115 Clymer St Apt 2D City Brooklyn State NY Zip 11249 Alternate Address Street Address 115 Clymer St Apt 2D City Brooklyn State NY Zip 11249 If Primary Address is not confirmed: "Do you have a previous or alternate address?" *Address Confirmed? ☒ Yes ☐ No Thank you. The purpose of this call is to follow-up on how you're feeling. As a reminder, I'm now going to review some emergency warning signs of COVID-19. These include blue colored lips or face, loss of consciousness or extreme difficulty waking up, confusion, inability to talk without catching your breath, gasping for air, and severe constant pain or pressure in the chest. You should hang up and call 911 immediately if you are experiencing any of these symptoms or having any other medical emergency.
--	--

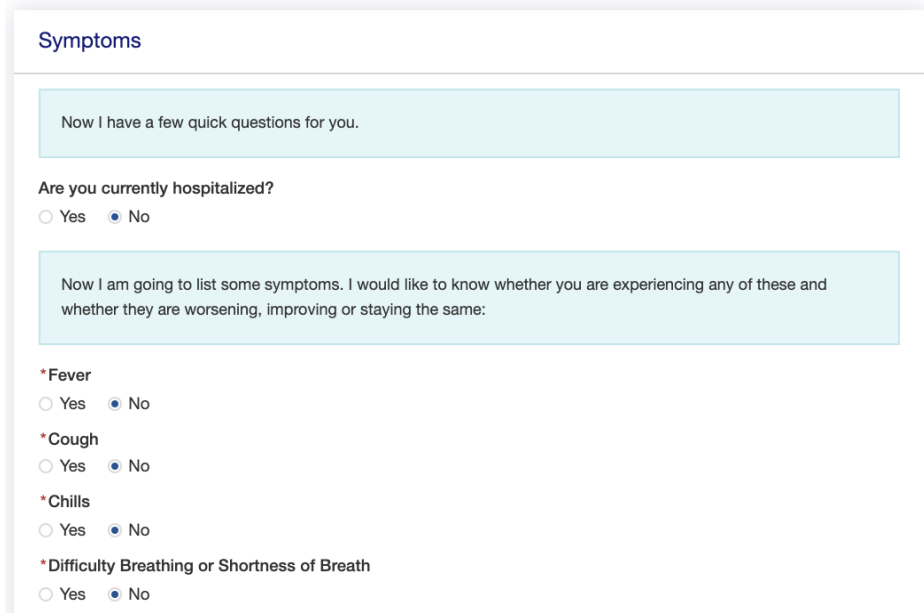
When you are in the identity Verification page, let them know the call will be recorded for quality assurance purposes.

At this stage you will need to verify you are speaking to the right individual. Read the teal boxes to follow the script.

The Case's date of birth and address may already appear on the page and it is your job to ask the Case to confirm these details.

If the Case presents the correct date of birth, indicate "Yes" for **Date of Birth Confirmed?** Otherwise, indicate No.

Do the same for the address. If the address appears on the screen, ask the Case to confirm it, "What is your address?" and mark the correct response, "Yes" or "No."

	If the Case confirms both date of birth and address, you will be able to click Continue. If the Case confirms only one, date of birth or address, you will also be able to Continue. However, if the Case does not confirm date of birth or address, you will notice the prompt states to say, “Thank you for your time. I think I have the wrong phone number.” You would click Save and Exit to end the interview. The Continue button would be disabled and would not be an option. For our example, we have successfully verified the identity of the Case by date of birth. • Date of birth confirmed? = Yes • Address confirmed? = No • Click Continue
Case Monitoring Step 4: Symptoms	Step four is where we collect information about the Case’s Symptoms.  Begin by reading the text in the teal box, then go through each question to confirm any symptoms. If they answer “Yes” to being hospitalized, continue to ask the name of the hospital.

	Can you please tell me where you are hospitalized? Hospital Name Are you currently hospitalized because of COVID-19? ☐ Yes ☒ No If the answer to any of the other questions is “Yes,” you may need to provide additional information about the symptom. Ask about the progression of the symptoms and record it. *Cough ☒ Yes ☐ No *Chills ☐ Yes ☒ No *Difficulty Breathing or Shortness of Breath ☒ Yes ☐ No *Progression --Chose One-- *Progression Same The answers provided will determine the informational text that appears in the teal shaded box at the bottom of the page. Some symptoms are considered more serious and require different recommendations. If individual said yes to Difficulty Breathing OR Shortness of Breath OR Chest Pains OR Confusion, read them the text in the teal box: Based on your answers, we strongly recommend that you speak with your doctor about the symptoms you are experiencing. If you do not have a doctor or you cannot get ahold of your doctor, you can call NYC Health + Hospitals at 1-844-692-4692. To reach the COVID-19 Provider Hotline, press 0. If at any point you feel your symptoms require emergency medical attention, call 911 or go to your nearest Emergency Room. For all other symptoms read the given text on the teal box. If you have any medical questions about your symptoms or about having COVID-19, I encourage you to speak with your doctor. If you do not have a doctor or you cannot get ahold of your doctor, you can call New York City Health + Hospitals at 1-844-692-4692. To reach the COVID-19 Provider Hotline, press 0. If at any point you feel your symptoms require emergency medical attention, call 911 or go to your nearest Emergency Room. • Click Continue
--	--

Case Monitoring

Step 5:

Monitoring Preference

Step Five, **Monitoring Preference**, conducts SMS functionality. If the case has answered **No** during the initial intake, this step will be skipped. If they answered yes you will proceed to conduct SMS Monitoring Preference.

Monitoring Preferences

You have indicated a preference to be called for daily check-ins. For future monitoring

Would you like us to call you or would you prefer to receive a text message for these daily check-ins? Note: In order to be eligible to use SMS monitoring, you must have an Android or iPhone smartphone running the supported operating system.

☐ Phone
 ☒ SMS

*What mobile phone number can we use for these check-ins?

Only US mobile numbers are supported for SMS check-ins.

Thank you for providing your mobile phone number for SMS monitoring. You are about to receive a series of SMS messages from the Test & Trace program. Please respond "Yes" to these messages to complete your enrollment in SMS monitoring.

By providing your phone number, you agree to receive messages from the NYC Health + Hospitals. Message and data rates may apply. You can reply STOP to cancel at any time.

Note: SMS Monitoring is an option available for US Phone numbers only

Begin reading the text in the teal box. If they would like to receive text messages, enter their mobile phone number and read the additional message in the teal box.

If the case decides to receive a call instead the options to enter mobile number will not be available.

Monitoring Preferences

You have indicated a preference to be called for daily check ins. For future monitoring

Would you like us to continue to call you or would you prefer to receive a text message for further check-ins?

☒ Phone
 ☐ SMS

	Once you have completed the Monitoring Preferences section, click on continue.
Case Monitoring Step 6: Isolation	Step Six, Isolation, is more educational. The Case will learn about the importance of isolation as well as how to best isolate themselves. Isolation *Since your last conversation with our team, have you left home for a reason beside medical care? ☐ Yes ☒ No Thank you for taking steps to reduce the risk of transmitting the virus to others. Thank you. Because you have COVID-19, you must stay inside and separate from others until Oct 4, 2020. That means you should not leave your home for anything other than essential medical services such as dialysis, chemotherapy or for any emergency. As a reminder, if you need a letter to give to your employer explaining that you cannot go to work or have questions about the new Paid Family Leave program related to COVID-19, please call 1-855-491-2667. And, since we last spoke, have you remembered any additional close contacts you may have exposed while infectious? As a reminder, close contacts include household members, people who provide care or services in your home, anyone you recently spent more than 10 minutes with at less than six feet apart including coworkers or anyone you socialized with, and people you have recently kissed or had sex with. IF YES, click "Add Contact" at top of script Begin with asking the first question, If they answer no, read to them the teal boxes and then click continue. If they answer yes, ask them to provide the reason they left their home. It is important you ask them to provide anyone they have been in contact with, in person, since leaving their house.

*Since your last conversation with our team, have you left home for a reason beside medical care?

☒ Yes ☐ No

It is important to separate yourself from others. Please stay separated throughout the course of your monitoring.

Why did you leave your home?(select as many as needed)

- | | |
|---|--|
| ☐ To get groceries or food | ☐ To get medicine |
| ☐ To get supplies to help keep other people in my home safe from COVID | ☐ To run other errands |
| ☐ To take care of my children | ☐ To take my dog for a walk |
| ☐ To visit friends or family for fun | ☐ To visit friends or family to help them |
| ☐ To exercise | ☐ To go to work |
| ☐ To go to a restaurant, bar, or other social setting | ☐ Unstable housing |
| ☐ Other | |

Thank you. Because you have COVID-19, you must stay inside and separate from others until **Oct 6, 2020**. That means you should not leave your home for anything other than essential medical services such as dialysis, chemotherapy or for any emergency. As a reminder, if you need a letter to give to your employer explaining that you cannot go to work or have questions about the new Paid Family Leave program related to COVID-19, please call 1-855-491-2667.

And, since we last spoke, have you remembered any additional close contacts you may have exposed while infectious? As a reminder, close contacts include household members, people who provide care or services in your home, anyone you recently spent more than 10 minutes with at less than six feet apart including coworkers or anyone you socialized with, and people you have recently had close physical contact with.

IF YES, click "Add Contact" at top of script

As an agent you will use the "add contact" tab on the top of your script to log anyone the case has been exposed to. On the tab click the edit button and select add contact. After entering the information for the person click save to add the contact.

Add Contact

*Do you live with anyone in your home such as family members, roommates, housemates, or a spouse?

☐ Yes ☒ No

*Did anyone such as a home health aide provide care in your household since September 10, 2020?

☐ Yes ☒ No

*Have you had close contact with anyone else since September 19, 2020? For our purposes, "close contact" is defined as being within 6 feet of another person for at least 10 minutes.

☐ Yes ☒ No

Only ask this question if the person doing the interview is answering questions for themselves (that is, the interview is not being done using a proxy) and the person is 18 years of age or older. If the person doing the interview is a proxy or the person is less than 18 years of age, then do not ask the next question.

Are you comfortable answering questions about your personal relationships?

If No, answer no to the question below.

If Yes, proceed below.

*Do you have any partners who are not members of your household that you kissed or had intimate relations with since September 19, 2020?

☐ Yes ☒ No

	For the personal relationship question, read the grey box and only ask them the question if they are answering on their own behalf and must be 18 years of age or older. As a case investigator you should select no to this question unless the case says yes to answering the relationship question. Follow the grey box to determine the next step. Only ask this question if the person doing the interview is answering questions for themselves (that is, the interview is not being done using a proxy) and the person is 18 years of age or older. If the person doing the interview is a proxy or the person is less than 18 years of age, then do not ask the next question. Are you comfortable answering questions about your personal relationships? If No, answer no to the question below. If Yes, proceed below. If the case says yes to proceed as them the relationship question. Then continue to add the contact they provide. *Do you have any partners who are not members of your household that you kissed or had intimate relations with since September 19, 2020? ☒ Yes ☐ No + Add Contact Go back to the call script tab to continue reading the information to the Case, click Continue. • See the text in the teal shaded boxes, including Isolation and Mental Health sections • Click Continue
Case Monitoring Step 7: Wraparound Services	Step seven is Wraparound Services. Begin by asking the first question followed by the text in the teal box.

	Wraparound Services *Are you currently staying at a city hotel? ☐ Yes ☒ No As a reminder, there are resources available to you during your quarantine, including assistance with food, utilities, and hotels if you are unable to safely separate from others at home. Continue with the second question, if the contact says “No” read them the text in the teal box before submitting. If your needs change, you can call 3-1-1 to request assistance at any time. Also, as a reminder, if you are feeling depressed or anxious, there are professional counselors you can speak to by calling 1-888-NYC-WELL (1-888-692-9355) or texting “WELL” to 65173. If you are feeling unsafe in your home for any reason, you can always call 9-1-1. Thank you very much for your time! As a reminder, we will be calling you each day throughout your monitoring period and if we cannot get a hold of you one of my colleagues on our home visit team may visit you at home. If you prefer to complete your daily check-in with us before we call you, you can call us at 212-242-2692. You can also call that same number if you have questions for us. We are open 9am-9pm every day of the week. If we don't connect with you Thank you for your time today. We'll speak with you tomorrow. If Contact says “Yes,” read the text in the teal boxes. After you have done so, click on the submit button and end your call. Great. I am going to place a referral to a resource navigator who can help you get basic necessities like food and other services you may need. To place the referral, I will need to share limited information with a partner Community Based Organization working with our team to help people access resources. Your information will remain confidential. Do you agree to let me place the referral and share information so that the resource navigator can contact you? If yes continue with script as is, if no, change the last question to “no”. My colleague will call you back to arrange services. In the meantime, you can call 3-1-1 to request assistance with food or utilities. If you are interested in staying in a hotel to isolate, you can call 1-844-NYC-4NYC (1-844-692-4692) and press 0, then press 1 to request a hotel. Ask about the COVID hotel program. Also, as a reminder, if you are feeling depressed or anxious, there are professional counselors you can speak to by calling 1-888-NYC-WELL (1-888-692-9355) or texting “WELL” to 65173. If you are feeling unsafe in your home for any reason, you can always call 9-1-1”
Case Monitoring Step 8:	The last step of Case Monitoring is End of Monitoring. The Call Scripts will vary depending on if the Contact is in Monitoring or if it is the last day of Monitoring

End Of Monitoring

End of Monitoring

This concludes your monitoring call. Is there anyone else in your household currently being monitored by our program? If so, would you like to complete that monitoring call now?

Matching interactions with same phone number

INTERACTION NUMBER	NAME	BIRTH DATE
I-01005153	Dietrich	04/05/1942
I-01005155	Dietrich	04/05/1942
I-01002829	Jewess	02/05/1945
I-01002622	Greenfelder	10/05/1940
I-01002520	CABlanda	11/05/1939
I-01005183	saahil15	11/05/1928
I-01002184	Kreiger	12/05/1942
I-01005149	CIJenkins	12/05/1941
I-01005150	CIRussel	02/05/1942
I-01005157	CIKub	09/05/1943
I-01002037	CIWolff	11/05/1944
I-01002045	CIBode	11/05/1928
I-01001816	CIMiller	05/05/1941
I-01005154	CIDonnely	05/05/1942
I-01001971	CISchulist	12/05/1944
I-01005151	CIEichmann	01/05/1945
I-01004462	Corwin	01/05/1940

Thank you very much for your time! As a reminder, we will be contacting you each day throughout your monitoring period. If you prefer to complete your daily check-in with us before we contact you, you can call us at 212-242-2692. You can also call that same number if you have questions for us. We are open 9am-9pm every day of the week. Thank you for your time today. We'll speak with you tomorrow.

Read the appropriate Call Script, thank the caller for their time, and click the Submit button to complete the process.

In between the teal text boxes interactions matching for the phone number will display. This will show you any interactions that have matching phone numbers to the interaction you are on the phone currently. If it does not have a matching number, then you will be shown (no interactions)

	If there are related interactions, you will be able to see Interaction number which they can click on and it will take you to that interaction record, you will also see their persons DOB and Name. To disconnect the call, click the Phone app and click Hang Up. This will put you into a Wrap-up status so that you can complete any additional work or notes on the record. • View the Twilio Flex Phone icon and Hang Up button. • View Wrap-up Make any final notes on the record, click the 'X' on the tab to close the screen and click the Click to Finish button to end the interaction and put you back into Available status, ready to accept your next interaction. • Click the 'X' on the tab • Click the Click to Finish button This concludes the Case Monitoring process.
--	---