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Manage your Contact Center in Agent Setup

Dispositions

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- Administrator

Manage *Dispositions*, which are descriptions of the final outcome of a call.

Related documentation:

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On the **Dispositions** page, you can create a list of Disposition options to be displayed when an agent makes an outbound call or transfer. These codes are used to flag calls for reporting purposes.

Creating a shareable Disposition business attribute

Dispositions can be used as shareable business attributes for agents, agent groups, and the global contact center. To view an article about how to create shareable business attributes, see [Business attributes](#).

Tip

- To view an example of Disposition options in Agent Workspace, see [What do I do at the end of a call?](#)
- In the table of configured Dispositions, in addition to selecting and adding Dispositions, you can also filter items using the **Quick Filter** field and delete a Disposition.

Selecting a disposition

The screenshot shows the 'Manage Dispositions' interface. At the top, there is a title 'Manage Dispositions' and a subtitle 'Dispositions are the descriptions of the final outcome of the call. These codes are used to flag calls for reporting purposes.' Below this, there are two input fields: 'Folder: /DEVOPS/' and 'Disposition_Sales'. A hand-drawn oval encircles both fields, with an arrow pointing to it and the text 'select the folder and business attribute'. Below the input fields, there are three buttons: '+ Add', 'Add Folder', and 'Delete'. To the right of these buttons is a 'Quick Filter' search bar. Below the buttons and search bar, there is a list of dispositions. The first item in the list is 'Sales: Follow-up required', which is circled with a hand-drawn oval and has an arrow pointing to it with the text 'select a disposition'.

Manage Dispositions

Dispositions are the descriptions of the final outcome of the call. These codes are used to flag calls for reporting purposes.

Folder: /DEVOPS/ Disposition_Sales

+ Add Add Folder Delete

select the folder and business attribute

Quick Filter

☐ Sales: Follow-up required

select a disposition

1. Select a business attribute:
 - a. Select the folder you want to view from the **Folder** drop-down list box.
 - b. Click the second drop-down list box and select the business attribute for the Disposition.


You can consider a business attribute to be the container that holds a list of Dispositions that have a common theme.
3. Select a Disposition from the list.


Adding a disposition


Manage Dispositions

Dispositions are the descriptions of the final outcome of the call. These codes are used to flag calls for reporting purposes.

+ Add

 Add Folder

 Delete

 Quick Filter

☐ Sales: Follow-up required

☐

1. Select the folder you want to view from the **Folder** drop-down list box.
2. Click the second drop-down list box and select the business attribute into which you want to add the Disposition.
3. Click **Add**.
4. Type the **Name** and **Display Name** for the new Disposition.

Tip

To add a new folder to the list, you can do one of the following:

- Click **Add Folder**; or
- To add a subfolder, click the **Folder** drop-down list box, select a folder, and then click the **Add folder** icon.