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

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.

Folder: /DEVOPS/

Disposition_Sales

+ Add   📁 Add Folder   🗑 Delete   🔍 Quick Filter

☐ Sales: Follow-up required

☐ Name   Display name

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.