ECS Setup: Implementation - Disposition Code Sets

Implementation: Disposition Code Sets

Disposition Codes are made up of a single category and subsets of that category. The top level category is assigned at the Business Process level. The subcategories will appear to the agent when assigning a disposition code to an interaction, depending on their selection.

- Adding a New Disposition Code Set
- ٠ Adding a Disposition Code Set to a Business Process
- Deleting a Disposition Code Set or Code
 Making Dispositions Mandatory

 Agent View

🚹 💣 Impleme	ntation 🕨								
Monitoring	Priority Classes	Breaks	Special Days	Disposition Code Sets	Skills	Mail	CRM Integration	API Trigger	
Disposition C	de Sets							1	× 4/4 🕞 📄 💼
Ger	ieral	Ca	mpaign	Technical Sup	pport	3	Medical	J	
🔒 💣 Implem	entation 🕨 뿴 Gener	al							

Disposition Codes		9/9 Visible: 9 Total: 9
Reason	Yt.	*
Appointment Set		
Cross-sell Opportunity		
General Inquiry		
No Answer		
Research Required		
Sale Made		
Transfer to Claims		
Warranty Request		
Wrong Number		



Adding a New Disposition Code Set

1. Click on the Add New icon to add a new Disposition Code Category set

	Disposition Code Category Sets	Filter	🔀 2/3 💽 🖬 🗃
2.	Enter in a name for the new Disposition Code Category Set		
	Disposition Code Category Sets	Filter	× 3/3 🕞 📄 🕋
	Dialer Sales Code Category Set 1		
	Disposition Code Category Sets	Filter	🗙 3/3 Visible: 3 Total: 3
	Dialer Sales Product		

- Drill Down into the new Category Set
 Add the categories that will fall under the high level category

	👔 🖉 Implementation 🕨 👼 Product 🕨	
	Disposition Code Categories Filter × 2/2 💽 💽 💼	
	Compute Unified Communica	
5.	Drill down into one of the newly created categories to add the sub categories	
	👔 🕜 Implementation 🕽 🎖 Product 🕨 🖏 Unified Communications	
	Disposition Code Sub Categories Filter × 2/2 🕞 🔊 📦	
6.	Once the sub categories have been created, drill into a sub-category to begin adding the appropriate dispositi	ion codes.
	😭 🔗 Implementation 🕨 🎖 Product 🕨 🖏 Unified Communications 🕨 🎇 CCaaS	
	Disposition Codes 6/6 🕞 🔊 🙆 📫	
	Name Vt.	
	Agent Client	
	Manager Client	
	Reporting	
	Setup Lient	
	Wallboard English	

7. Deploy Changes

Note: If you do not wish to have any sub-categories, simply create the high level disposition category, with a single sub category and add the disposition codes.

Example:

Disposition Code Category Sets		
Test	Dialer	Product

Implementation ▼ S Product ▶
Disposition Code Categories Default
Implementation Source Source
Default
👔 🛞 Implementation 🕨 🖏 Product 🕨 🖏 Default 🕨 🖏 Default
Disposition Codes
Name
Call Center
Cisco
Compute
Polycom

Adding a Disposition Code Set to a Business Process

1. Under Subsystems, select Business Structure and Drill down into the Business Structure Contact Center.



4. Under the General Tab, locate the Disposition Code Set option and from the drop down, select the Disposition Code Set for the Business Process.



Deleting a Disposition Code Set or Code

1. To delete a Disposition Code set, select the Code set you wish to delete.

	Disposition Code Sets	Filter	× 5/5 📄 💼
	General Campaign Technical Support Medical	Sales	
2.	Click the Delete Icon. This will delete the entire Disposition Code Set		
	Disposition Code Sets	Filter	× 4/4 💽 🗊 🛍

OR

- 1. To Delete an individual disposition code within a set, drill down into the disposition code set.
- 2. Select the disposition code you wish to delete and click the delete icon. This will delete the disposition code from the set.

慉 🖑 Implementation 🕨 🖏 Sales	
Disposition Codes	6/6 🖻 🖻 🍙 🖆
Reason	1.
Closed/Lost	
Closed/Won	
Not Interested	
Requested Follow Up	
Gales Enquiry	
Wrong Number	

Making Dispositions Mandatory

Disposition codes can be made mandatory by enabling the following settings at the business process level.

1. At the business process handling defaults, enable "Disposition Codes Mandatory".

Yes		
When a dispos	sition code is mandatory it will have	a red background.
	Disposition Code	· ·
0		
	6/26/2018 10:22:07 AM	

Code – Timeout) in minutes. 3. The Disposition Code Timeout will set a time limit on when the interaction will no longer require a disposition code to complete.

NOTE: A global setting can be applied across all Business Processes that establishes a timeout parameter when an interaction will be automatically closed if a Disposition Code isn't selected. This setting can be found on the Handling Timeouts tab of the Business Structure.

blocked URL

2. You

In the "Enforce Disposition Code - Timeout" field, enter the number of minutes that agents are allowed to enter a Disposition Code before the system closes their interaction.

Agent View

When using multi-level Disposition Codes the agent will be able to select from the different Categories and Sub Categories within the client. The Sub Category and Disposition Code will populate based on the previous selection by the agent. If the agent knows the Disposition Code to assign to the interaction, they can select it without selecting a Category or Sub Category first. Once the Disposition Code is selected, the Category and Sub Category will automatically populate.

1 - Select a Category

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2 - Select a Sub Category

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3 - Select a Disposition Code

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