

CM Disposition

The call disposal lets your agents to assign to every call a **value which describes its current state**. According to your call center needs, you can create different call status in the Disposition section.

In order to **create a Disposition** click on the *New Disposition* button, type the Name, the Value and, if you want, a Description.

Example: the Agents have to recall customers to ask them to confirm or revoke their online order.

Now you can set a result for each call in the Contact Management Module. In the image below, you can see the two created dispositions ORDER REVOKED and ORDER CONFIRMED.

The agent has simply to choose the proper call result in the disposition pickup list.