Agent Settings and Disposal

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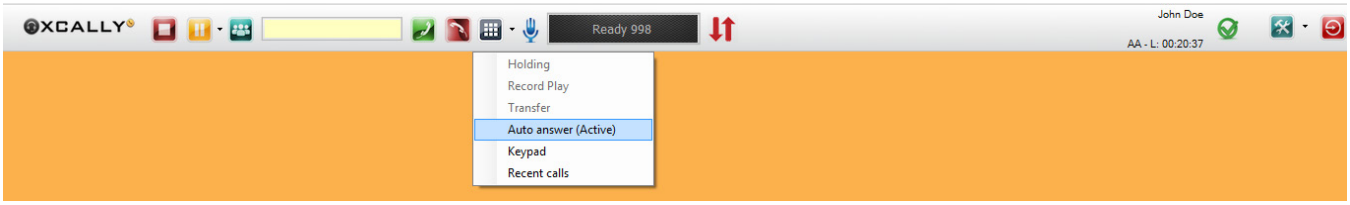
Auto Answer and After Call Working

We suggest you to enable the Auto Answer (if you don't enable it, often, the called contact will hear the music on hold of the queue) in order to improve the service level.
If your Agents need time after the call hangup to manage the Customer dossier (invoice, ticket, orders...), we suggest you to enable also the After Call Working property.
It is possible to enable:
- the Auto Answer and the After Call Work from the Agent and Queue settings (Admin side);
- the Auto Answer directly from the xCALLY Phone bar (Agent side).



Disposal Popup - Phone bar

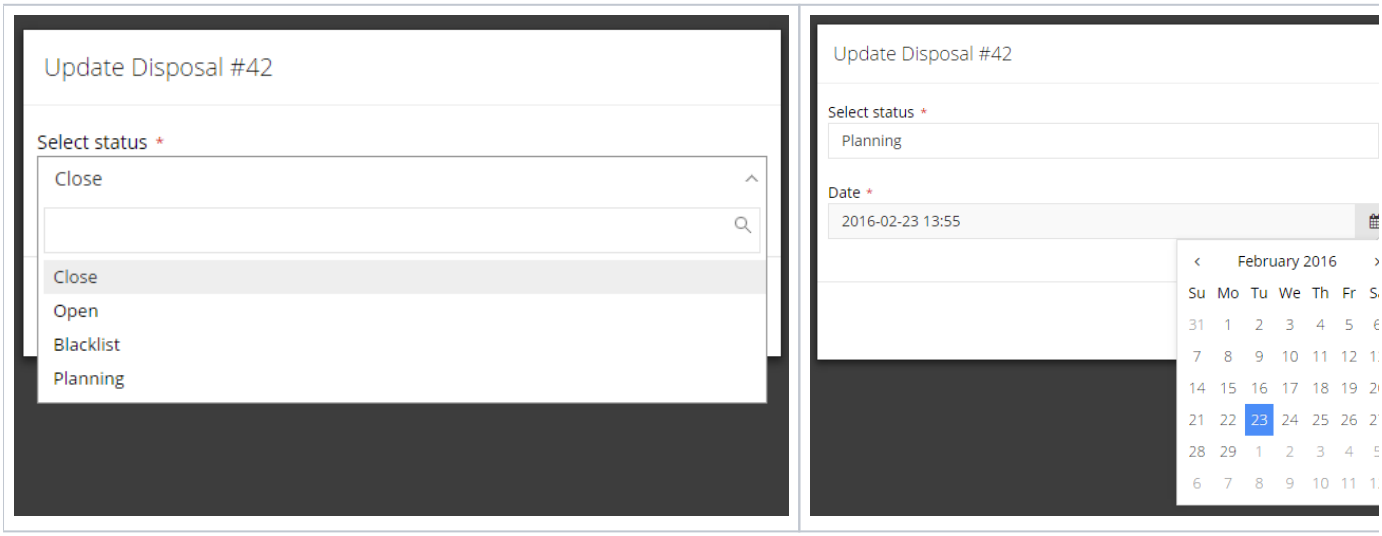
The Disposal Popup will be shown automatically to the Agents in the xCALLY Phone bar after the call hangup. The Disposal Popup is available ONLY for the outbound calls originated by Tiger Dial.

The call status that the Agent can set through the disposal are:
- Open: the contact is open
- Closed: the contact is closed and the dialer can't call him
- Blacklist: the contact is closed for all the present and future processes
- Scheduled: the agent has scheduled when the contact should be called again (day and time)
- Scheduled Agent: the agent has scheduled when the contact should be called again (day and time) and the call will be managed by him.

The status will be shown in the Spooler section.

Disposal Popup - Web GUI

The Disposal Popup will be shown automatically to the Agents logged on the Web GUI, in case they are not using the XCALLY phone bar, after the call hangup. The Disposal Popup is available ONLY for the outbound calls originated by Tiger Dial.



The call status that the Agent can set through the disposal are:

- Open: the contact is open

- Close: the contact will be closed and the dialer won't call him

- Blacklist: the contact will be closed for all the present and future processes

- Planning: the contact will be called again in the specified day and time

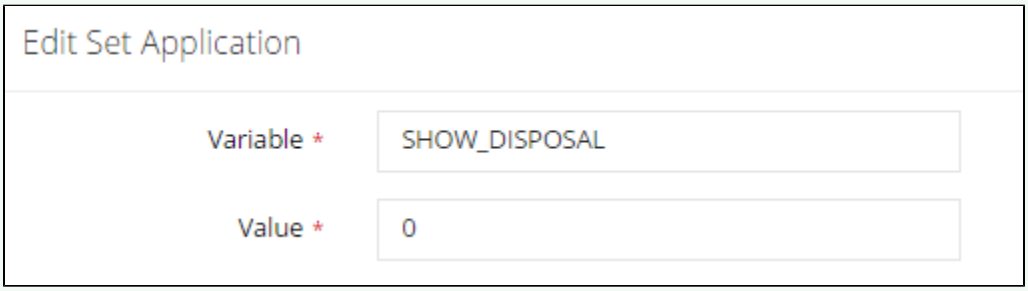
- Planning peer: the contact will be called again in the specified day and time from the specified agent

The status will be shown in the Spooler section.

How to turn off the Disposal Popup

From the xCALLY version 2.4.11 it's possible to disable the disposal for the outbound Tiger Dial calls.

By default, the disposal is enabled.

You can manage its behaviour through the variable SHOW_DISPOSAL in the Dial Plan, following these steps:

1. Edit the Internal Dialplan Rule associated to your Tiger Dial Process
2. In the Advanced tab, create a New Application -> Set
3. Type in the Variable field **SHOW_DISPOSAL** and in the Value field **0 to disable** the Disposal, 1 to enable it.