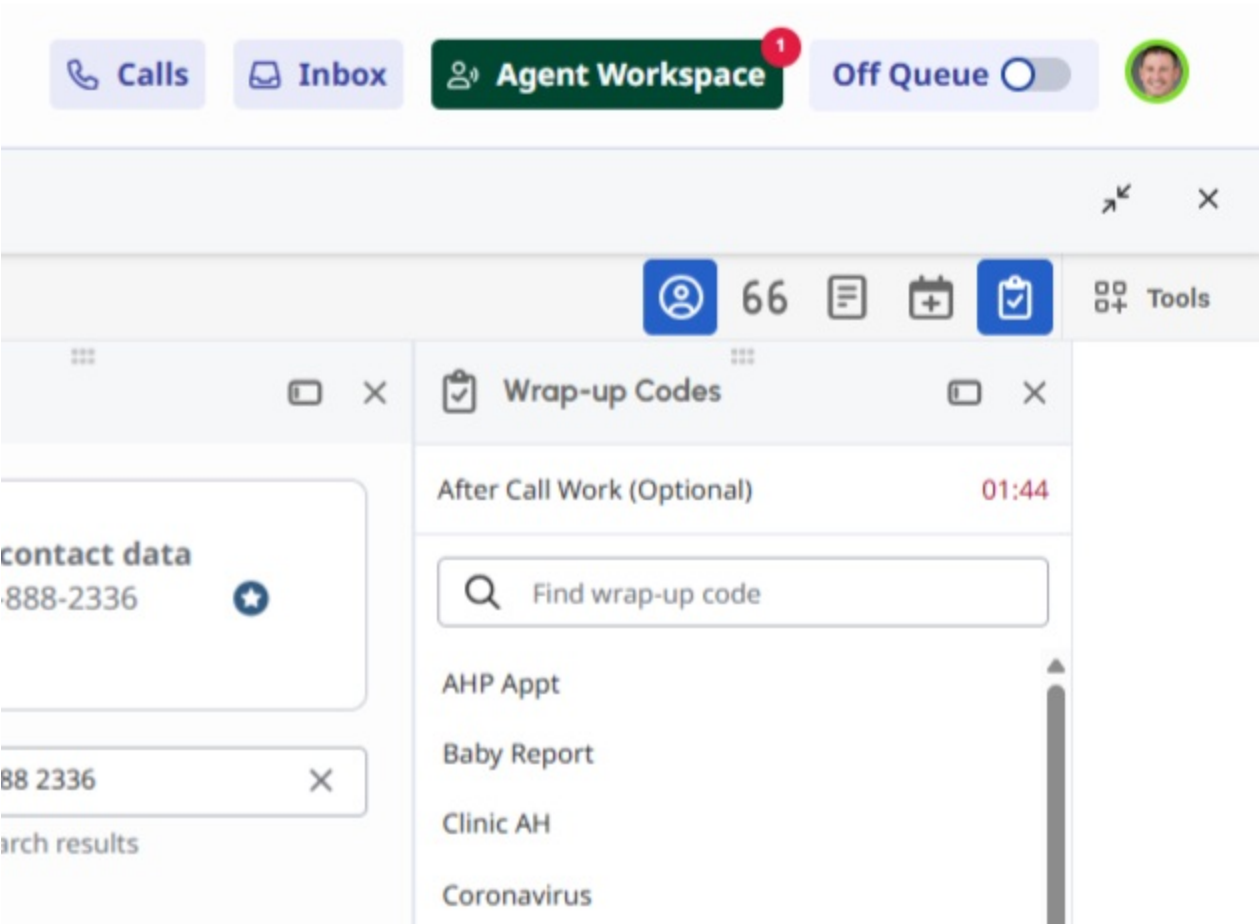


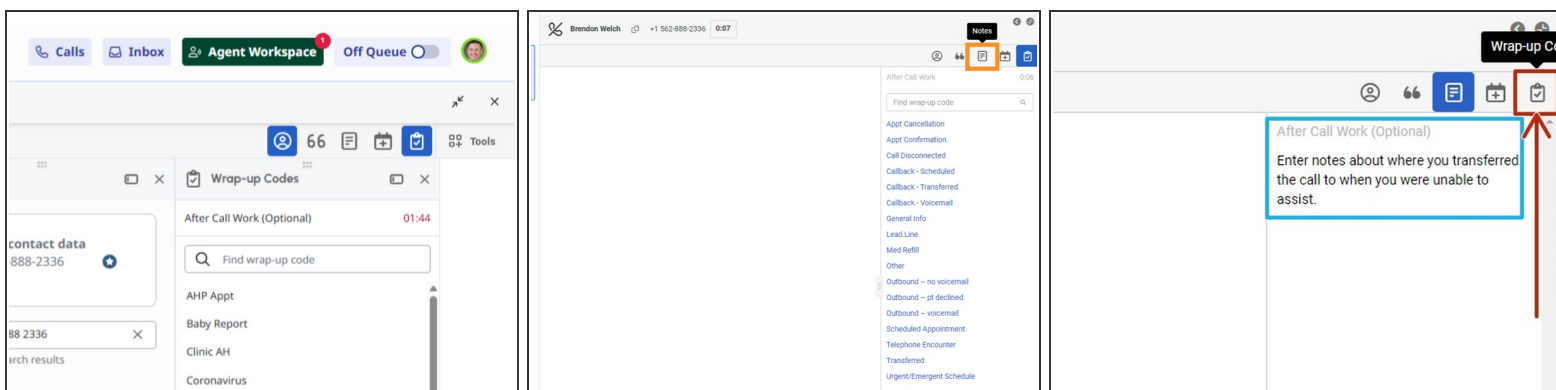


Selecting a Disposition

Written By: Brendon Welch



Step 1 — Selecting a Disposition



⚠ A Disposition must be selected after every call. Another call cannot be accepted until a disposition has been selected.

ℹ When a Disposition is required, a RED dot will appear on the Agent Workspace icon.

● Select **Notes**

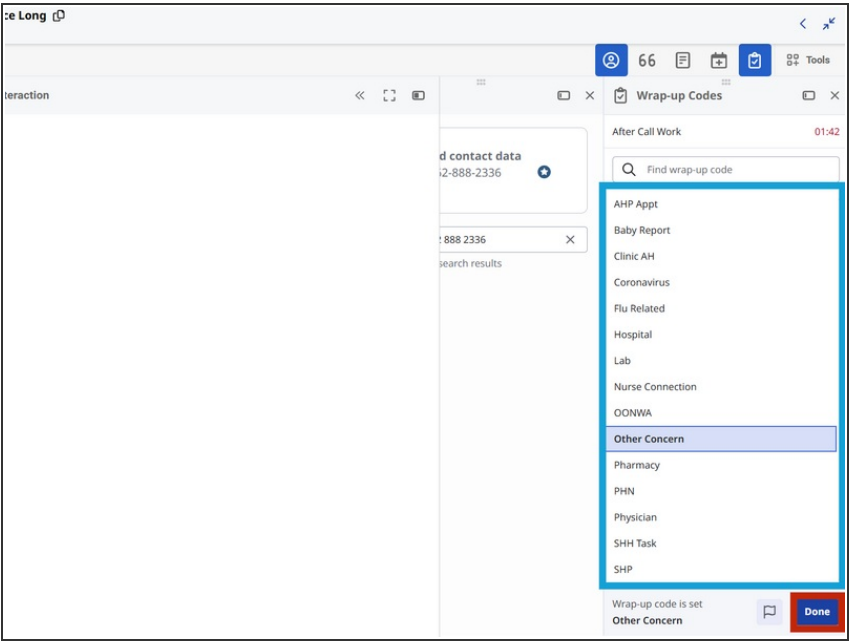
ℹ If you were unable to assist, enter notes about why you had to transfer the call.

● Enter **Notes**

● Click **Wrap-up Code**

ℹ Dispositions are based on the organization you are working for and will vary per agent.

Step 2



● Select the **Disposition**

● Click **Done**

ⓘ Dispositions are based on the organization you are working for and will vary per agent.