OSSmosis 5 User Guide

Call Center Enterprise Level Disposition Codes

MOMENTUM
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Enterprise Level Disposition Codes

Disposition Codes are assigned to calls by agents to provide insight into why customers call into a call center. Administrators are able to pull detailed and summary reports within the Web Supervisor Client on Disposition Codes selected.

Enterprise Level Disposition Codes can be used across all call centers.

- [Adding a Disposition Code](#)

- [Deactivating a Disposition Code](#)

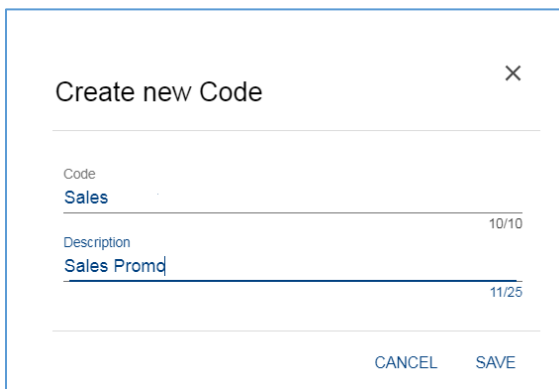- [Deleting a Disposition Code](#)

Adding a Disposition Code

1. Click on "Call Disposition Codes" in the banner on the OSSmosis Call Center screen.
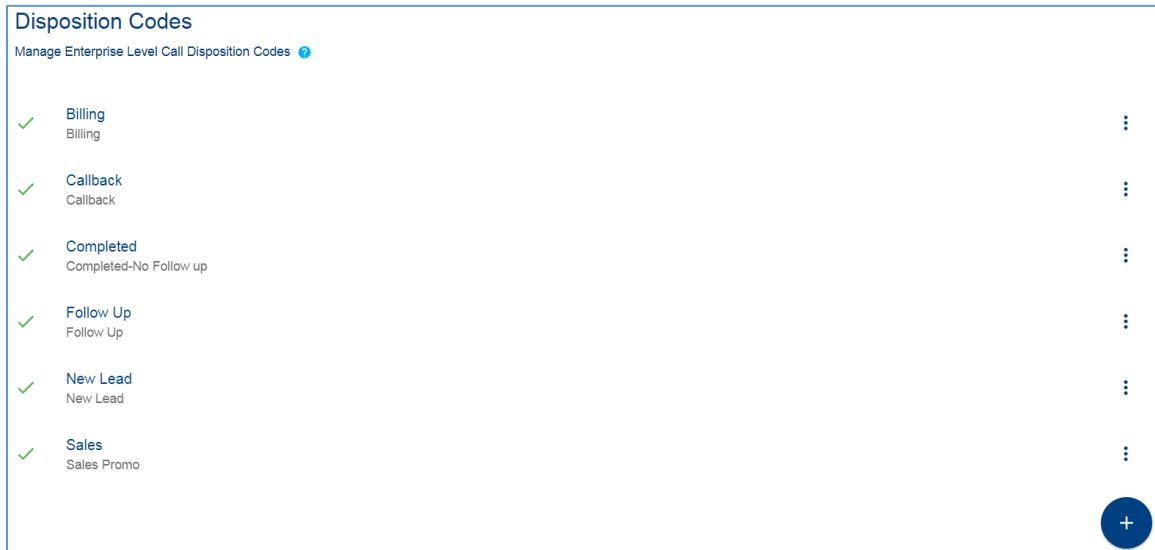

2. Select the "Add" icon to add a new disposition code.

3. In the "Create New Code" popup, add the new code and description. Select "Save". The code is what will show up in reports and be available to agents to apply to a queued call. DCT's best practice is to not use numbers or letters as the code, but something instantly recognizable when looking at a report. Example code: "NewPromo" or "NewSale".

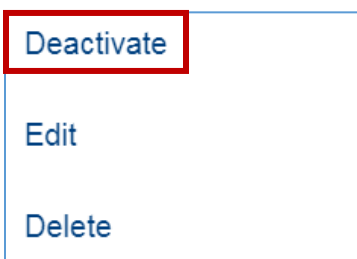4. The new disposition code will appear on the main Disposition Codes screen.

Deactivating a Disposition Code

Deactivating a Disposition Code will remove it from the list of available codes agents can use to assign to calls. Call Center reports can still be run on a deactivated disposition code. DCT recommends deactivating a disposition code for as long as reports need to be run against it. Once a disposition code has been deleted, reports can no longer be run for that specific code.
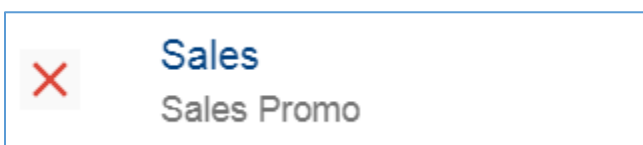
1. Click on the *Options* icon next to the disposition code you want to deactivate.

2. Select "Deactivate".

3. The code will be deactivated and a red "X" will appear next to the code indicating it is no longer active.
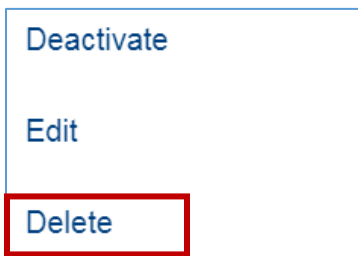
Deleting a Disposition Code

Note: DCT recommends deactivating a disposition code for as long as reports need to be run against it. Once a disposition code has been deleted, reports can no long be run for that specific code.

To delete a disposition code:

1. Click on the *Options* icon next to the disposition code you want to delete.

2. Select "Delete".

3. A verification popup will ask if you want to continue and delete the disposition code. Select "Delete".