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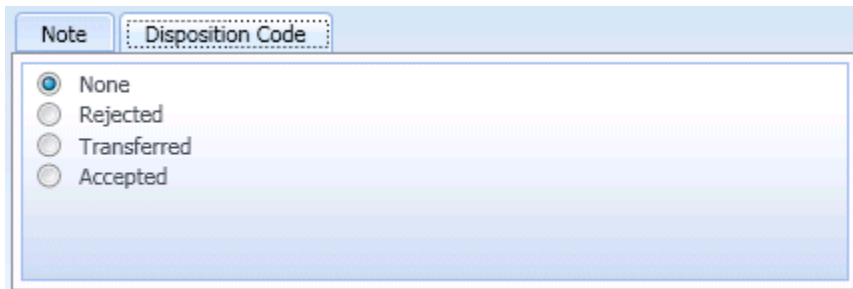
Workspace Desktop Edition Help

Disposition Code

Disposition Code

The Disposition Code view enables you to assign one or more codes to an ongoing or terminated interaction to qualify the outcome of the interaction.

The Disposition Code view is a tab in the Interaction window. It contains a checklist of options that you can click to specify the outcome of the interaction.



Disposition Code view

Click a disposition radio button to select a disposition code for the interaction.

Depending on your system configuration:

- You might have to set a disposition code before you click **Mark Done**.
- You might be able to click **Mark Done** without a disposition code.
- The Disposition Code view might not be displayed.