Web Services API Reference

Disposition codes

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Disposition codes

This is part of the API Basics section of the Web Services API.

Overview

Web Services provides a means for clients to read and manage disposition codes. Disposition codes are a set of possible outcomes for a call that the agent can select from. These are typically business-specific, but can include things like whether the customer issue was resolved, or whether the customer purchased the service/product being offered.

The APIs provide for disposition codes are intended to allow clients to read the set of possible codes so that they can be displayed to the user. When a disposition code is selected, it can be set for a specific call.

Examples

The examples below show how to manage the set of possible disposition codes available to the agent.

Create a new disposition code

Request:

```
POST /api/v2/settings/dispositions
{
    "name": "IssueResolved",
    "displayName": "Issue Resolved"
}
```

Response:

```
{ "statusCode" : 0 }
```

Update an existing disposition code

Request:

```
PUT /api/v2/settings/dispositions
{
    "name": "IssueResolved",
    "displayName": "Resolved"
}
```

Response:

```
{ "statusCode" : 0 }
```

Delete a disposition code

Request:

```
DELETE /api/v2/settings/dispositions
{
    "name": "IssueResolved"
}
```

Response:

```
{ "statusCode" : 0 }
```

Read all defined disposition codes

Request:

```
GET /api/v2/settings/dispositions
```

Response:

```
{ "key" : "name",
  "settings" : [ { "displayName" : "Issue Escalated",
        "name" : "EscalationCreated"
      },
      { "displayName" : "Issue Resolved",
        "name" : "IssueResolved"
      },
      { "displayName" : "Update Provided",
        "name" : "UpdateProvided"
      },
      { "displayName" : "Information Requested",
        "name" : "InfoRequested"
      }
    ],
  "statusCode" : 0
}
```