Workspace Desktop Edition Deployment Guide

Disposition codes

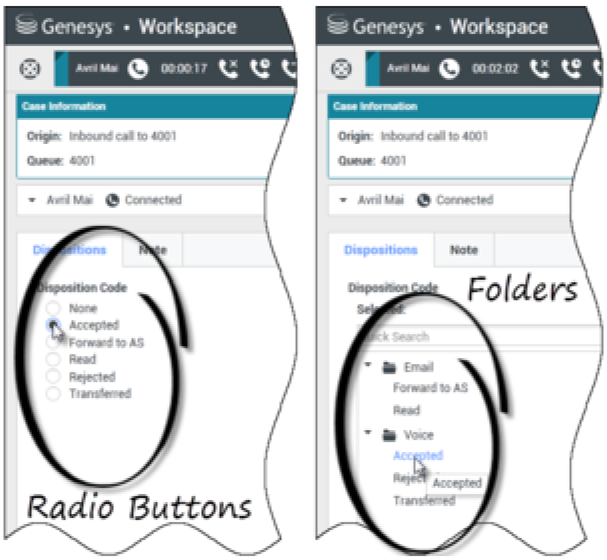
5/4/2025

Disposition codes

[**Modified:** 8.5.108.11, 8.5.141.04]

The Disposition Code feature enables agents to specify outcomes for interactions that they are handling. Disposition Codes are handled as Business Attributes in Genesys Framework. The interaction disposition is part of the attached data for the interaction.

Workspace supports two different views of the disposition codes that you specify as Business Attributes, as a hierarchical folder tree with a search control or as a radio button list.



The folder tree hierarchy and the radio button list

Agents select an item from the tree or click a radio button to specify the disposition of an interaction. This disposition become part of the attached data of the interaction.

Important

The **Dispositions** tab and the **Note** do not become available until the call is established.

Procedure

Enabling an agent to use disposition codes

> **Tip**
>
> If you are creating disposition codes to report on a business result, for example to provide data for Genesys Info Mart (GIM) and Genesys Interactive Insights, configure the Disposition Code Business Attribute as a "Business Result". To use this feature, specify the name of the "Business Result" Business Attribute as the value of the interaction.disposition.key-name option.
> GIM supports reporting on Business Result out-of-box, provided that ICON has been configured to send the Business Result KVP. The GIM IP includes a customized ICON attached-data specification file that provides this configuration (refer to Sample ICON Attached Data Specification).
> For more information about how Genesys Info Mart handles user data (such as Business Result) that is attached to interactions, refer to the User Data Mapping topic in the *Genesys Info Mart Deployment Guide*. This topic has links to additional information in the GIM Deployment Guide and PDMs.
> The Mapping User Data Worksheet topic might also help you when setting up your business results. Search for "business result" on this page.

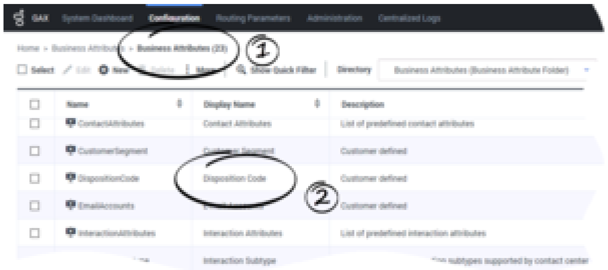
Purpose:

To enable an agent to specify the outcome (disposition) of an interaction.
Prerequisites

- Genesys Administrator 8.0.2 or higher, configured to show Advanced View, or Genesys Administrator Extension.
- A working knowledge of Genesys Administrator Extension.
- A Workspace `Application` object exists in the Configuration Database.
- The Procedure: Creating a Role and allowing a Workspace privilege and assigning a Role to an agent or agent group
- The Procedure: Provisioning Workspace for the Voice channel

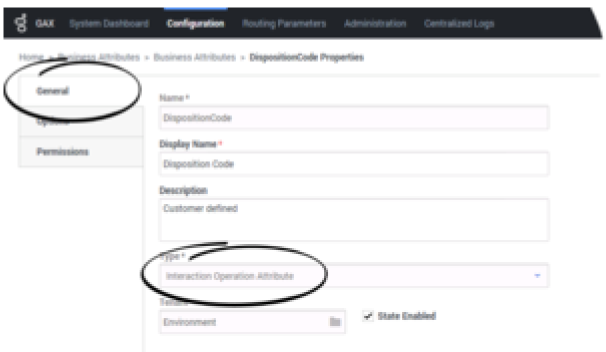
Start

1. Start Genesys Administrator Extension
2. Select your tenant.
3. Open Routing/eServices in the Navigation area.
4. Select **Business Attributes**.
5. Create or update the **Disposition Code** Business Attribute. Alternately, you can create a different Business Attribute and specify it by using the interaction.disposition.value-business-attribute configuration option.



Create or modify the Disposition Code object in the Business Attributes area

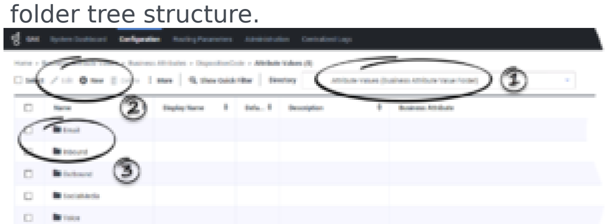
- The Type of the Business Attribute is `Interaction Operation Attributes`.
- The `Display Name` of the Business Attribute is used as the name of the section in the Agent interface.



Create or modify the Disposition Code Business Attribute or other Business Attribute to be used for disposition codes

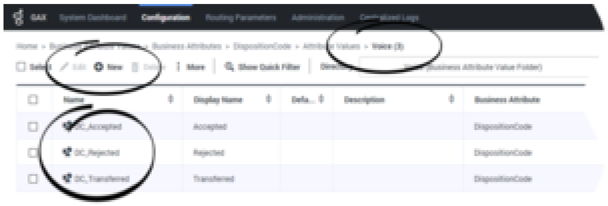
6. Click the **Attributes Values** tab to open it.

   If you want to create a hierarchical structure with different dispostions organized by folders into a tree in the agent interface, click **New Folder**. In the **Folder name** dialog box, enter a folder name and click **OK**. Create as many folders as you need. You can nest folders inside other folders to make a complex folder tree structure.



You can optionally create folders in the Dispostion Code Business Attribute to organize disposition codes

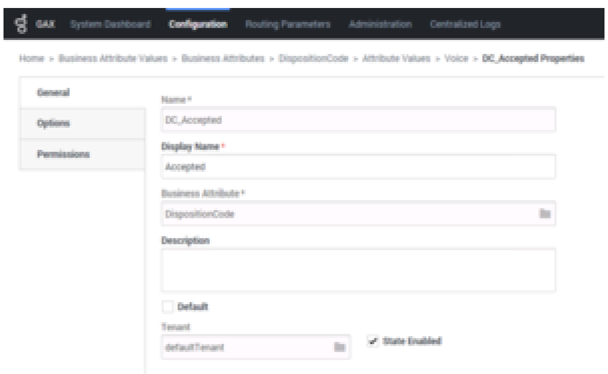
7. Create one or more Attribute Values.



You can create multiple Attribute Values in the **Attribute Values** tab

To create an Attribute Value, click **New** to open the Attribute Values Configuration view and specify the following for each disposition code:

- `Name`—Used in attached data
- `Display Name`—Used in the Agent interface
- `Enabled`—Used to make the attribute active



Specify a name and display name for each disposition code that you create

8. For the object to which the set of disposition codes apply, in the `interaction-workspace` section, set the value of the interaction.disposition.value-business-attribute option to the name of the business attribute that you configured.
9. Allow the `Can Set Interaction Disposition` privilege (see Role Privileges) for the role to which the agent is assigned (refer to the Procedure: Creating a Role and allowing a Workspace privilege and assigning a Role to an agent or agent group):
   - Chat Privileges
   - Email Privileges
   - SMS Privileges
   - Voice Privileges
   - Web Callback Privileges
   - Workitem Privileges
10. For the object to which the set of disposition codes apply, configure the following Interaction options in the `interaction-workspace` section (refer to the Interaction configuration option reference for a list of Interaction options and a description of how to configure them):
    - interaction.disposition.is-mandatory

- interaction.disposition.email.mandatory-actions [**Added:** 8.5.103.10]
- interaction.disposition.<media-type>.mandatory-actions [**Added:** 8.5.150.06]
- interaction.disposition.is-read-only-on-idle
- interaction.disposition.key-name
- interaction.disposition.use-attached-data
- interaction.disposition.use-connection-id
- interaction.disposition.value-business-attribute

Optionally, if you want to display disposition codes in the legacy radio button interface, set the value of the interaction.disposition.display-mode option to `radio-buttons`.

11. To pre-load Business Attribute objects, such as Disposition Codes, when an agent logs in, configure the value of the general.configuration-business-attribute-cache-preload option with a list of Business Attributes to pre-load. Business Attributes and Transaction objects are otherwise loaded the first time that an interaction requiring them is received by an agent. They are then cached for future use. If there are a large number of possible attribute values, such as a large list of dispositions, there could be a delay in the display of the Interaction Notification while the dispositions load. Pre-loading Buiness Attributes related to disposition and case data when an agent logs in ensures that there is no delay in displaying Interaction Notifications.

    For dispositions that employ the folder/tree structure, you can choose to pre-load the folder structure when a agent logs in by using the general.configuration-business-attribute-folder-cache-preload option to specify the list of Business Attributes containing the folders that you want to pre-load.

    ## Important

    You must specify the Business Attributes containing folders in both the general.configuration-business-attribute-folder-cache-preload and general.configuration-business-attribute-cache-preload options for the Business Attributes containing folders to be pre-loaded.

    [**Added:** 8.5.141.04]

End