RingCentral University

Dispositioning and Tagging Contacts | Contact Center MAX Agent

Dispositions are used to indicate the overall summary of the contact, and tags allow you to add multiple pieces of information about the contact.

If a disposition is optional, you will have a limited time to input the disposition. If this is the case, you will see a count-down ACW timer at the top-right hand side of the workspace. At the end of this timer, you will no longer be able to choose a disposition.

If a disposition is required, you must choose a disposition before handling the next contact. When a disposition is required, if you don't select a disposition while handling the contact, then you will be placed in an unavailable state once the contact ends. A Disposition timer will show at the top while you are choosing a disposition.

Using dispositions and tags

1. During or after the contact, click the **Check mark** near the bottom of the workspace. Note that the check mark will not appear if there is no option to select a disposition for the current contact.
2. Click the **Search** field, then select the appropriate disposition.
3. Type your notes.
4. Click the **Add tag plus sign**.
5. Select the appropriate tag.
6. Alternatively, add another tag or click the **X** next to a tag to remove it.
7. Click **Save & Close**.

If your administrator changes the dispositions, you must log out and log back into the MAX Agent to refresh your session and see the changes.