



Call Disposition in Zoho Voice

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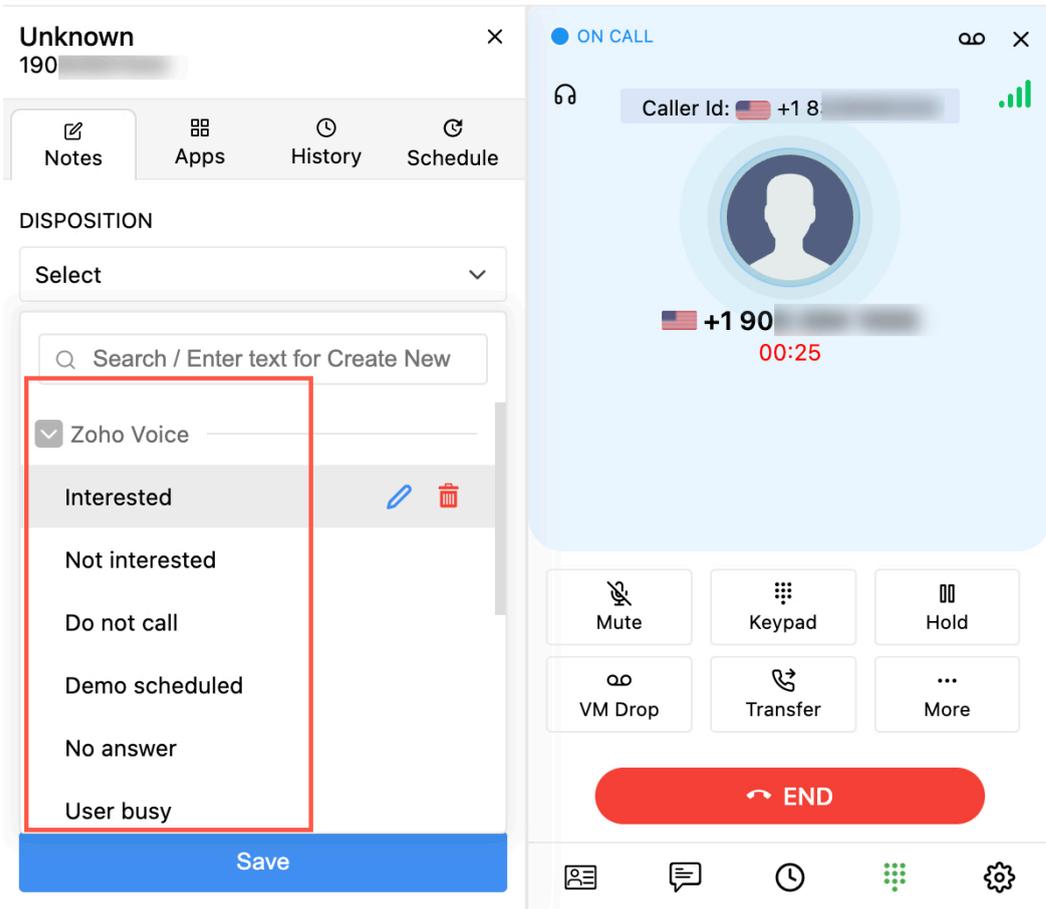
What is Call Disposition?

Call Disposition refers to categorizing or labeling the type, reason, outcome, or status of a call. It helps in tracking and analyzing call outcomes for reporting, future analysis, and workflow optimization purposes. In Zoho Voice, you can set the call disposition both during and after a call. This is also reflected in the integrated applications of Zoho Voice if they have a dedicated field for the same or as the Header/Title of the Call Notes.

 Call disposition is currently unavailable in the apps integrated through Zoho Telephony

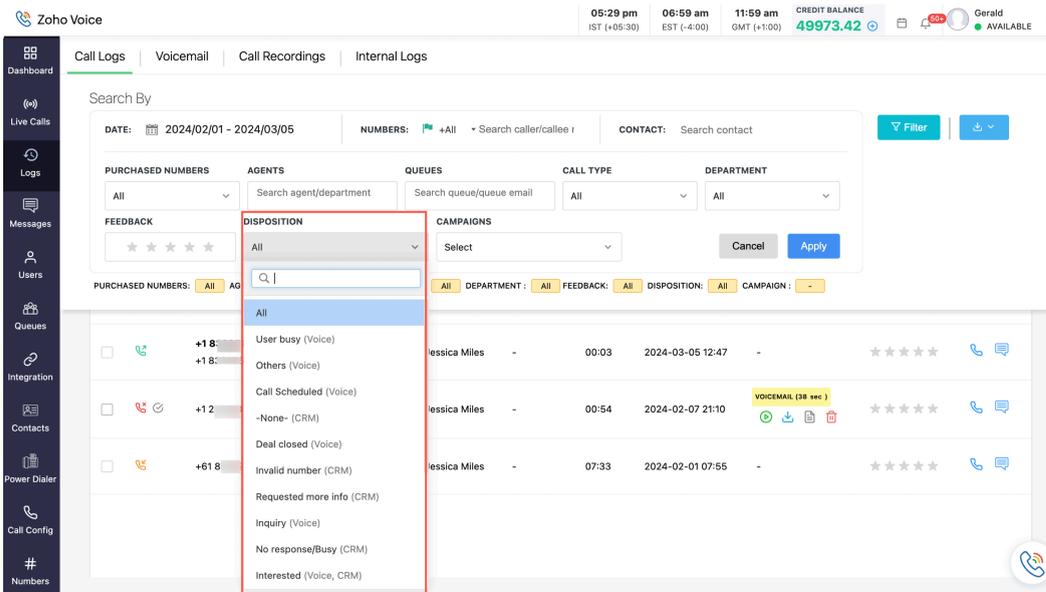
Call Dispositions in Zoho Voice

Zoho Voice has a set of default statuses for Call Disposition. While any user can **add** or **edit** these call disposition statuses, only Admins and Supervisors have the permission to **delete** them.



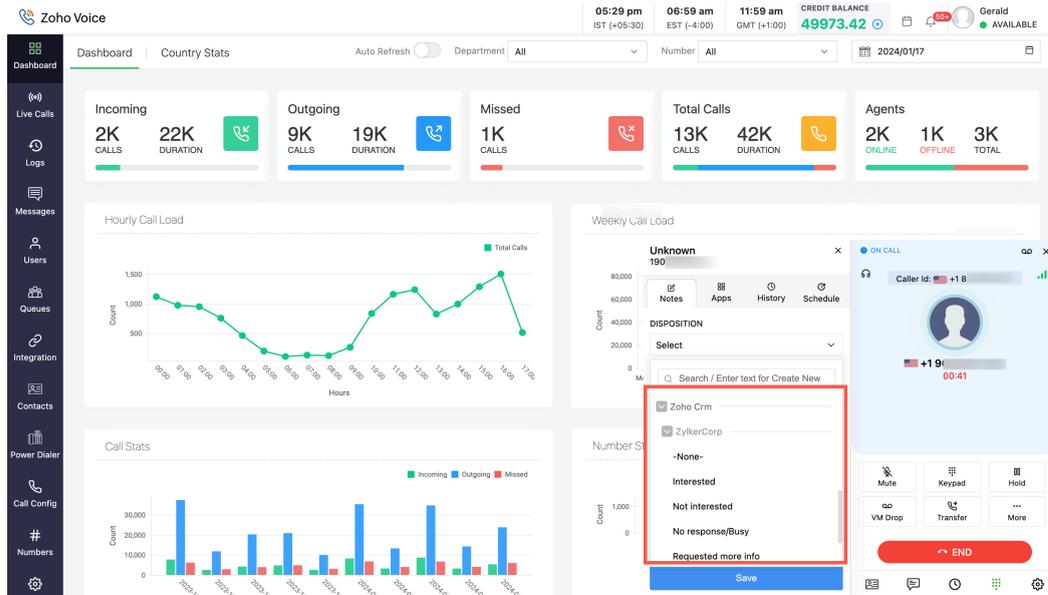
Call Disposition Filter in Call Logs

Call Disposition is especially useful while filtering logs according to the status of the call to follow-up or track in Zoho Voice.

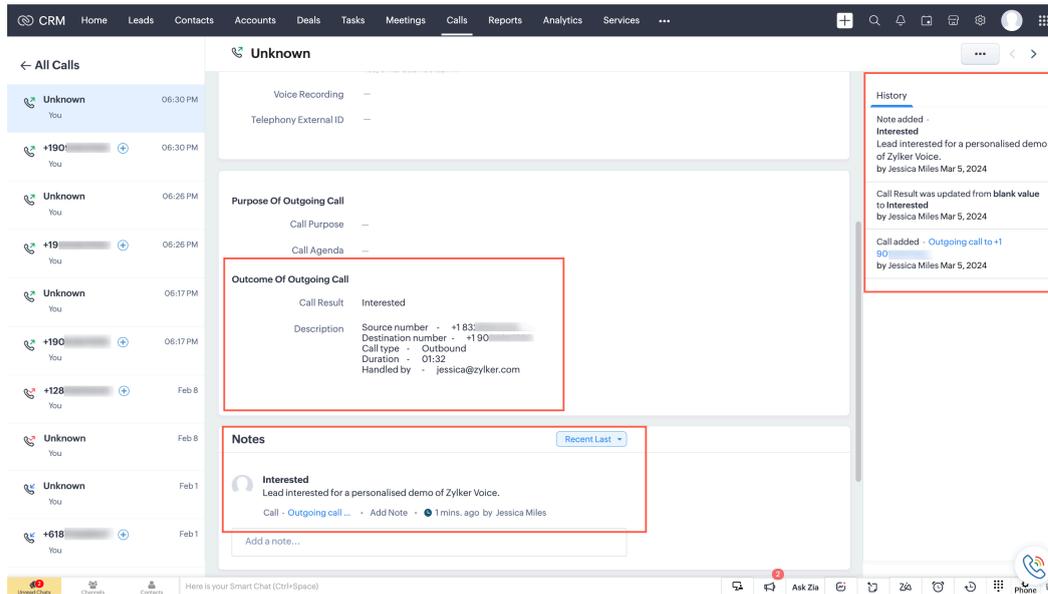


Call Disposition in Zoho CRM:

Zoho CRM has a predefined list of call statuses, which are visible within the Call logs under the Call Results field. If you have integrated your Zoho CRM account and phone number with your Zoho Voice account, these default statuses will also be listed under the Call Disposition drop-down menu in Zoho Voice under Zoho CRM.



These statuses cannot be edited or deleted. If the call disposition options in Zoho CRM match those in Zoho Voice, selecting a corresponding status from either platform will update the Call Results field in Zoho CRM. For example, if both Zoho CRM and Zoho Voice have "Interested" listed as a default status, selecting "Interested" from the Zoho Voice options will reflect in the CRM Call Logs under the Call Results field.



However, if an unmatched status is chosen, it will not appear in the call results field. Instead, it will serve as the header of the call note in CRM.

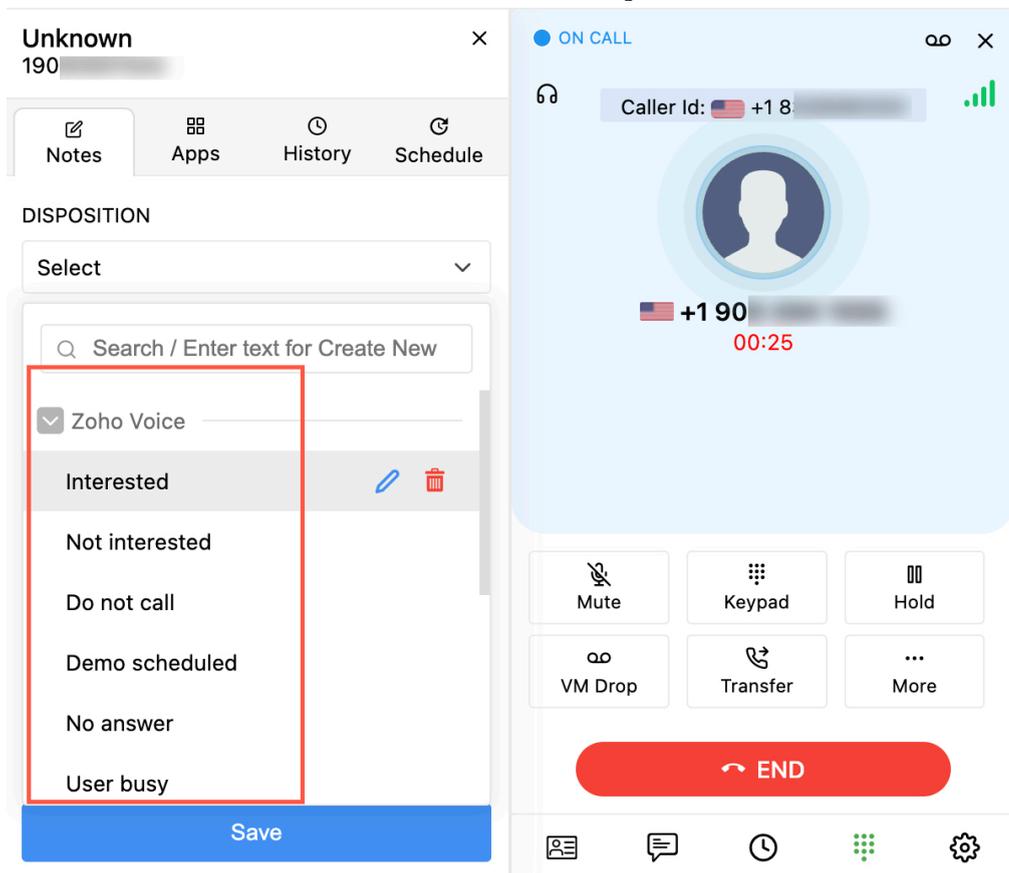
Setting Call Disposition in Zoho Voice:

During a Call:

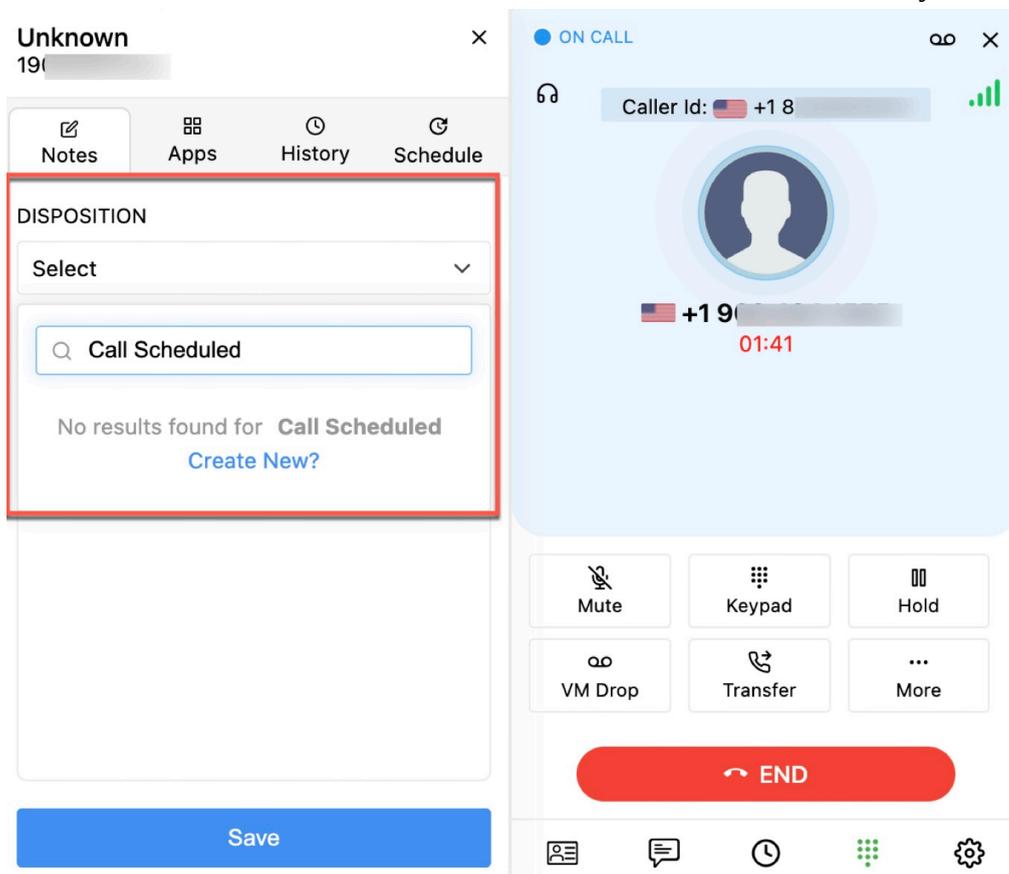
During an ongoing call in Zoho Voice, you can quickly set the call disposition by following these steps:

1. Click on the **More** option.
2. Under the **Notes** tab, click the **Call Disposition** drop-down menu.
3. Click on Zoho Voice or Zoho CRM to view the list of available Call Disposition options.

4. Select the status of the call to be set as Call Disposition.



5. You can also create a call disposition status in Zoho Voice by typing it in the search bar and clicking on the **Create New** option. Please note that this will only be visible in Zoho Voice and won't appear under Zoho CRM's Call Results field but rather as the header of the call note if any.



6. Once you're done, make sure to click **Save**, before ending the call.

After a Call:

If you forget to add call disposition during the call you can do so after the call has ended.

1. Once your call has ended in Zoho Voice dialer, the **Notes** tab will automatically pop-up.
2. Click on the **Call Disposition** dropdown menu and select the appropriate disposition that best describes the outcome of the call.
3. Click **Save** to add the disposition to the call.