About Ticket Management Preferences

The **Ticket Management Preferences** page manages the list of ticket dispositions. A ticket disposition is a text string such as "Pending customer confirmation" or "Under investigation." You can use a ticket disposition to label a ticket's status. You can access the **Ticket Management Preferences** page only if you have the Ticket Manage permission.

When a ticket is overdue, it's automatically escalated to additional stakeholders via email notification. Ticket Management Preferences allow the user to disable escalations for tickets with a specified disposition. For example, the user may not want to escalate overdue tickets if the disposition is "Pending customer confirmation."

To add a ticket disposition:

1. Go to **Configuration** > **Ticket Management Preferences**, then click **Edit**.

2. Click **Add.**

3. Enter a new disposition in the **Ticket Dispositions** text box, then click **OK**.

4. Click **Refresh** to update the **Do not escalate when disposition is set to** dropdown list.

5. Click **Save**.

To change a ticket disposition:

1. Go to **Configuration** > **Ticket Management Preferences**, then click **Edit**.

2. Select the disposition name.

3. Update the name, then click **OK**.

4. Click **Refresh** to update the **Do not escalate when disposition is set to** dropdown list.

5. Click **Save**.

To delete a ticket disposition:

1. Go to **Configuration** > **Ticket Management Preferences** and then click **Edit**.

2. Select the disposition, click **Delete**, and confirm the action.

3. Click **Refresh** to update the Do not escalate when disposition is set to drop-down list.

4. Click **Save** after you finish modifying a ticket disposition .

To disable escalation for a specific disposition:

1. Go to **Configuration** > **Ticket Management Preferences** and then click **Edit**.

2. Select a disposition from the **Do not escalate when disposition is set to** drop-down list and click **Save.**