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 reaches its due date, it is automatically escalated to additional stakeholders who are notified that the ticket is overdue.

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**.
2. Click **Edit**.
3. Click **Add**, then enter a new disposition in the **Ticket Dispositions** text box.
4. Click **OK**.
5. Click **Refresh** to update the **Do not escalate when disposition is set to** dropdown list.
6. Click **Save**.

To change a ticket disposition:

1. Go to **Configuration** > **Ticket Management Preferences**.
2. Click **Edit**.
3. Click the disposition name to change, update the name, and 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**.
2. Click **Edit**.
3. Select the disposition, click **Delete**, and then confirm the action.
4. Click **Refresh** to update the **Do not escalate when disposition is set to** dropdown list.
5. Click **Save**.

To disable escalation for a specific disposition:

1. Go to **Configuration** > **Ticket Management Preferences**.
2. Click **Edit**.
3. Select a disposition from the **Do not escalate when disposition is set to** dropdown list.
4. Click **Save.**