

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 follows the escalation configuration by automatically escalating to additional stakeholders who are notified about the ticket's overdue status.

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 to the list of ticket dispositions:

1. Go to **Configuration > Ticket Management Preferences** and then click **Edit**.
2. Click **Add**, enter a new disposition in the **Ticket Disposition** text box, and then click **OK**.
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 change a ticket disposition:

1. Go to **Configuration > Ticket Management Preferences** and then click **Edit**.
2. Click the disposition name to change, update the name, and click **OK**.
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 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**.