

Choose the outcomes your team records

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Outcomes are the choices your team has when deciding on a document. Desk starts you with four: **Accept**, **Ask for a new signature**, **Reject** and **Escalate to manager**.

Before you start

You need to be an admin in Desk to change outcomes. Everyone else sees them as a list.

1 Open Outcomes

Go to **Settings**, then **Outcomes**.

2 Name each outcome

Change the **Name** to the words your team uses, like "Signature confirmed".

3 Choose what it does

Under **Then**, pick whether it closes the document as accepted, closes it as rejected, waits on the customer, or passes it to your super admin.

4 Decide when a note is needed

Under **Note**, choose **Never**, **Optional**, **When a check needs a look** or **Always**. Pick a **Colour** too, so outcomes are easy to tell apart.

5 Add and arrange them

Press **Add an outcome** for a new one, use the arrows to change the order and the cross to remove one. Their order sets the number key each one has in the queue.

6 Save

Press **Save changes**, or **Cancel** to go back to how they were.

If something goes wrong

Desk won't let you remove an outcome.

You need to keep at least one outcome that closes a document as accepted. Add or change another one to do that first, then remove the one you don't want.

Add an outcome is greyed out.

You can have up to 12 outcomes. Remove one you rarely use, then add the new one.