

CODE	Short Description	When do I select this outcome?	Remove Case from Active Call POOL?
A	Answering Machine	Select when you got an answering machine	No
ADMIN	Admin Only	Admin ONLY	Yes
ANSBUS	Answering Machine Business	Select when you got a business answering machine	No
ANSLFT	Answering Machine Left Message	Select when you got a business answering machine and left message	No
ASSIST	Offered Survey Assistance	Select when you took an incoming call and offered assistance to a self-administered user	No
B	Busy	Select when number is Busy	No
CALLBK	Scheduled Callback	Select after you have selected a date and time to contact the respondent	Default
COMPAP	Complete PAPI - Admin Only	Admin Only- Selected when a Paper and Pencil survey has been mailed back	Yes
COMPLT	Complete Interviewer Assisted	Select when you have completed a Survey over the phone	Yes
DC	Disconnected / Operator Intercepted	Select when number is Disconnected or Operator Intercepted	No
FAX	Fax Machine	Select when number is FAX or FAX sound is heard	No
PLEDGE	Pledge to Complete Self-Administered	Select when respondent promises to do the survey online self-administered	Yes
PLHOTL	Pledge to Call Toll Free Line	Select when respondent says will complete by calling us via Hotline	Yes
PLPAPI	Send PAPI Survey	Select when respondent has requested we send a Paper and Pencil copy	Yes
PLWEB	Pleage to visit our Website	Select when respondent says will complete by visiting website	Yes
RECALL	Recall	Select when you want to return the number to the call pool to dial at a later time	No
REFUSE	General Refusal	Select when there is polite refusal due to no time, cant do survey now, maybe later	No
RESPNA	Respondent Not Available	Select when respondent is not home or not available at moment	No
RFHOST	Refusal Hostile	Select when respondent threatens to sue or is irritated and upset	Yes
RGATE	Refusal Gatekeeper	Select when someone other than the respondent has refused	No
RIP	Respondent Deceased	Select when respondent is deceased	Yes
TAIL	Complete Self - Administered / Web survey Complete	Admin Only- Select when Web Survey shows complete	Yes
TECHPH	Technical Issues During Call	Select when quality of call is disruptive to interview	No
TECHWB	Technical Issues During Survey	Select when websurvey is not working shows errors or is slow	Yes
WRGAGE	Correct Person/ Wrong Age	Select when the respondent doesn't qualify because of age, Not old enough	Yes
WRGINF	Correct Person/ Denies Reverse Mortgage	Select when respondent is correct but denies ever Reverse Mortgage Counseling	Yes
WRGLD	No Lead Send Case to Locating	Select when all contact information for this case is exhausted	Yes
WRGPRN	Correct Person/ Wrong Number	Select when the contact phone number is wrong	Yes