

Call Exception Report

150 Appointment Reminders

CustNo....	Name.....	SerialNo..	Phone.....	RC	GC	NCall	Ref.....
149150	JAMES JACKSON	2F12425878	56258725	ss	0	01-30	

600 Due For Service (3 months)

CustNo....	Name.....	SerialNo..	Phone.....	RC	GC	NCall	Ref.....
214757	HOWIE JONES	T675866544	8887721611	vm	1	02-24	

620 Due For Service (6 months)

CustNo....	Name.....	SerialNo..	Phone.....	RC	GC	NCall	Ref.....
4587514	JAY JAY SIMMSKE	HH5YV67865	9052154444	no	1	10-20	

Result Code Total Report

App RC Desc	Ytd	Mtd	Tdy
=====			
150 Appointment Reminders			
150 am Answer Machine	63	63	2
150 bu Busy	11	11	0
150 na No Answer	11	11	0
150 nb Live Answer	130	130	4
150 nl No Telephone Line	1	1	0
150 ss Special Signal	5	5	0

150 tc Total Calls	221	221	6
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690 Due For Service (18 months)			
690 am Answer Machine	65	65	7
690 bu Busy	13	13	4
690 na No Answer	16	16	2
690 nb Live Answer	116	116	20
690 no No	2	2	0
690 ss Special Signal	3	3	0

690 tc Total Calls	215	215	33

Result Codes

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VM=Voice Mail

YS=Yes

NO=No

CB=Call Back

DC=Do Not Call

CA=Call Again

WN=Wrong Number

M1=Menu1 Complete

M2=Menu2 Complete

M3=Menu3 Complete

NB=No Button (hang-up)

AM=Answer Machine

NA=No Answer

BU=Busy

SS=Special Signal

OP=Operator Intercept

FX=Fax/Modem Tone

NL=No Telephone Line

NT=No Dial Tone

ER=Error

NC=No Call

EM=Email

LE=Letter

Store Call Totals

RC Desc	Ytd	Mtd	Tdy
=====			
am Answer Machine	1154	1154	68
bu Busy	145	145	15
m1 Menu1 Complete	1	1	0
na No Answer	283	283	14
nb Live Answer	1596	1596	110
no No Longer Service	21	21	1
ss Special Signal	33	33	0

tc Total Calls	3240	3240	209