

Understanding Call Statuses

For PhoneTree Pro and Lab Reminder Products

PhoneTree Customer Help Document



Question: What do the Call Statuses that appear on my call list and reports mean?

Answer: Every member on your call list receives a Call Status before, during and after a call job has finished. Below is a listing of every Call Status and its definition.

Completed Call Statuses (message delivered)

Ans by Person	Message was delivered to a person
Ans by Machine	Message was delivered to a person's voicemail/answering machine
Ans By +Machine	Message was delivered to a person's voicemail/answering machine
Pager	Message was delivered to a person's pager
Call Transferred	Person was transferred to a preset extension after pressing "0"
Emailed only	Email message was sent to a person, no call was placed

Incomplete Call Statuses (PhoneTree will re-call)

BUSY	Busy signal detected on last call attempt
Not Called Yet	Person has not been called yet
Learned Machine	A unique voicemail/answering machine greeting was analyzed and will be retried
No Answer	No answer on last call attempt
9 Not Confirmed	"9" was not pressed by person to confirm delivery

Final Call Statuses (PhoneTree will not re-call)

Hung up early	Call was answered, but responder hung up before message finished
BUSY after Voice	Problem completing call, check for possible issue with phone number
Called N Times	No answer and/or busy signal detected for all call attempts (up to 15)
Not Accepted	"9" was never pressed by person after 3 call attempts

Not Selected Statuses (PhoneTree will not attempt to call)

Removed by User	Person is not selected for calling
Removed as Dup	Person's name and/or phone number appears on the call list more than once
Blocked Number	Person's phone number is on the PhoneTree Blocked Numbers list

Error Call Statuses (please check the phone number)

Call Failed!	Problem completing call, check for possible issue with phone number
OGM too long	Voicemail/answering machine greeting was too long, message was not delivered
Telco Msg	Problem completing call, check for possible issue with phone number
No Connect	Problem completing call, check for possible issue with phone number
Fax or Modem	Call was answered by a FAX machine or modem
Bad Name/Phone	Person's name and/or phone number is missing or incomplete