CHEAT SHEET

Understanding Status Codes in Reports

Use the codes below to interpret the Status Codes in the "Attempts" column of reports.

- **[RS]** Reminder-Sent. The message has been sent and is awaiting a response.
- **[CC]** Reminder Confirmed. The recipient has confirmed receipt.
- **[NA]** The voice call was not answered. The system will make a 2nd attempt approximately 45 minutes later. This status may also be used if the call is unanswered, is busy, or cannot be "completed as dialled".
- **[FA]** Call Failed could be that the number is incorrect, does not have voicemail or is disconnected.
- **[NAS]** No Answer Short can indicate a call was answered but hung up shortly thereafter. These may be retried.
- **[PU]** Picked up no answer. A person responded by pressing 1 to continue but didn't confirm receipt.
- **[LM]** Left message. The system left a voicemail message.
- **[NAM]** No Answer Machine: This could be due to a voicemail box that is full or that has not been enabled. In this case, the system will make a 2nd attempt approximately 45 minutes later and the status will depend on if the message was delivered or not.