

# RESULT CODES

Result Codes	When would I use this?	What do I want to put in my comments?
<b>SOLD - (Y) SOLD</b>	The consumer is sold, you get a credit card number and the deposit clears TODAY!	You can write whatever you want - you sold it!
<b>Post-Date - (Y) PD</b>	The consumer is sold, you get a credit card number and the deposit is scheduled for a FUTURE DATE (post-date).	Put in the APP number and the date when the deposit should clear.
<b>Callback-Pitched - CB-P</b>	You have gone through the script, given the rate (149/149), and the consumer requires a callback.	Start comment off with "Gave Rate 149/149" then give some info on why the call is scheduled for a callback.
<b>Pitched - PTCHD</b>	You have gone through the script, given the rate (149/149), and the consumer is not interested in enrolling their vehicle.	Start comment off with "Gave Rate 149/149" then give some info on why they chose not to enroll the vehicle.
<b>Callback - CB</b>	You talk to a consumer, but did not give them the rate and they ask for a callback - this disposition will keep the lead in your <u>personal queue</u> .	Give info on why they need a callback - schedule callbacks for same day or next day.
<b>Callback-Anyone - CB-A</b>	You talk to a consumer, but did not give them the rate and they ask for a callback - this disposition will keep the lead in the <u>general queue</u> .	Give info on why they need a callback - schedule callbacks for same day or next day.
<b>Not Pitched - N-PTCHD</b>	The consumer says they are not interested in a warranty prior to you giving the rate (149/149).	Give info on why they did not want to get a quote - then <u>choose the best dropdown that matches your comment</u> .
<b>Disconnected - DISC#</b>	When you hear a recording that says the number is no longer in service, disconnected, not working, changed, or unreachable.	Write the recording message that you hear.
<b>Wrong Number - W#-FN</b>	When a person picks up the phone and tells you that "there is no one by that name here" - wrong number / false name.	Write what the person tells you - "no one by John at this number"
<b>Unqualified Vehicle - UNQUAL</b>	A vehicle that is older than 20 years of age; over 250,000 miles; resides in CA, WA, or MA; salvaged title. Or high-end sports cars like Maserati, Lamborghini, Ferrari, or Land Rover.	Write in what unqualified the vehicle, and make sure the Vehicle Mileage or Year is updated on the lead.
<b>Busy Signal - BZY</b>	Catch-all for calls that connect to fast-beeping, robokillers, call rejected/restricted/not accepting calls, fake messages, or fax lines.	Write what you heard on the call.
<b>No Contact - NC</b>	If no person answers the phone, the phone just rings, or the call goes to voicemail - DO NOT LEAVE A VOICE MAIL ON THEIR MACHINE.	No need for a comment.