

Disposition Title	Description
AFF Misslead	Call misdirected or misleading information given by affiliate.
AT&T transfer - Colombia	Call transferred to AT&T in Colombia.
Callback scheduled	A future callback was scheduled with the customer.
CS - HS Transfer	Customer service call transferred to high-speed (HS) department.
Customer Service	General customer service inquiry handled.
Dead on Arrival / Ghost call	Call with no response or disconnected immediately.
Declined Sale - Active Account	Sale declined because the customer has an active account.
Declined Sale - Bulk Account	Sale declined due to the customer having a bulk account.
Declined Sale - Card declined	Sale declined because the payment card was rejected.
Declined Sale - No Email	Sale declined due to missing or invalid email address.
Declined Sale - Past Dues	Sale declined due to outstanding balance on the customer's account.
Declined Sale - Pending Order	Sale declined because a previous order is still pending.
Disconnected - Unspecified	Call was disconnected without a specified reason.
Frontier Airlines	Call related to Frontier Airlines.
Ghost Call	No response heard from the customer on the line.
Lead transfer to Supervisor	Call transferred to a supervisor for lead handling.
No coverage	Customer is in an area without service coverage.
Not Interested - Contract	Customer not interested due to contract terms.
Not Interested - Installation	Customer declined due to installation requirements.
Not Interested - Package	Customer uninterested in the offered service package.
Not Interested - Prepayment - COX	Customer declined due to required prepayment for COX services.
Not Interested - Price	Customer not interested due to the price of the service.
Not Interested - Provider Availability	Customer declined due to preferred provider not being available in their area.
Outbound Call Back	An outbound call was made to follow up with the customer.
Prepayment required with no card/ Pending balance	Sale declined because the customer couldn't provide the required prepayment method or has a pending balance.
RSM Sale	Sale made through Retail Support
RSM Sale - HS Transfer	Sale completed with a transfer to Retail Support
RSM support call	Customer called for support through Retail Support
Sale Made	A successful sale was completed.
Sale Made - HS Transfer	A sale was made with transfer to the Vivint/ADT department.
Sale Made Satellite coverage only	Sale made, but only satellite coverage is available in the customer's area.
Satellite Coverage	Customer is in an area with satellite-only coverage.
Spanish Transfer - Colombia	Call transferred to Spanish-speaking in Colombia.
System entry order	Customer's order unable to complete due a Portal/System problem
Technical Support	Call involved technical support assistance.
Test Call	A test call was made for Marketing test
Transfer to Clear Connect	Call transferred to the Clear Connect team for further assistance.
Voicemail	Call went to the customer's voicemail.