

Reason Codes

1) Deliver	This is the reason code for whenever a message has been successfully delivered, be it to a pager, a person, a MARSY, etc.
2) Hang Up / Wrg # / Will Call Back	This is the reason code for all hang-ups, wrong numbers, dead air, WILL CALL BACKS, etc.
3) Re-Deliver	If a client calls back in to have a message re-delivered to them (“can I get that number again? I can’t find where I wrote it down...”) we will create a new message ticket, fill in the client’s name and a brief description of what message was re-delivered, and downfile the new ticket with this reason code.
4) IF Msg Given Out	If a caller calls in and we give them the information from an IF message, and the call does not need to be relayed (or recapped), the ticket should be downfiled with this reason code.
5) MARSY Handoff	The only time to use this reason code is when you have pressed the HAND OFF key to send a caller to the MARSY system. You DO NOT use this for a message you recorded on the MARSY yourself.
6) Action / Training / Error	This is a “No Charge” reason code, and is used only for filing message actions, accidental tickets, and training purposes.
