

Reference Material - Standard Phone Disposition (Dispo) Codes

About Disposition Codes

Every time the Survox phone system touches a sample record - whether the dialer places the call, an interviewer speaks to someone, or the server processes a number behind the scenes - a disposition code is written to that record. This code is the system's way of recording exactly what happened and what should happen next.

Disposition codes control the entire lifecycle of a phone number through a study. They determine whether a record gets redialed, sits in a hold area, or is permanently closed out. Understanding them is essential for anyone managing a study, troubleshooting a sample, or interpreting production reports.

By default, Survox stores the last 12 calls made to a number, and each of those calls will contain one of these codes shown. The call result is stored in two spots of the phone numbers associated record. [6003.3] holds the "last attempt made" while 6103.3 is the first attempt, 6203.3 is the second attempt, 6303.3 is third and so on up until 7203.3 for the 12th attempt.

The below table uses two flags for each code:

- Connect?** Whether a live person (or at minimum, a live phone connection) was reached. Yes means the call got through in some form.
- Resolved?** Whether the record is permanently closed. Yes means Survox will not attempt this number again. No means the record remains eligible for future dial attempts, subject to study settings.

Codes are organized by number range, each group representing where in the system that outcome originated: manual interviewer action, the predictive dialer, or internal server/system logic.

Complete Disposition Code Reference

Code	Definition	Connect?	Resolved?
001-099 Standard Outcome Codes (set by interviewer or survey logic)			
001	Complete	Yes	Yes
002	Not Currently Used	Yes	Yes

Code	Definition	Connect?	Resolved?
003	Language Barrier (Non-Spanish)	Yes	Yes
004	Not Currently Used	Yes	Yes
005	Non-Working Number	No	Yes
006	Business/Government Number	Yes	Yes
007	Not Currently Used	Yes	Yes
009	Fax/CPU Tone Number	No	Yes
010	INTV Coded as Duplicate Number	Yes	Yes
011	No Such Person / Wrong Number	Yes	Yes
012	Not Currently Used	No	Yes
013	Against Company Policy	Yes	Yes
014	Number Added to DNC List	Yes	Yes
015	Respondent Hard Refusal or 2x Soft Refusal	Yes	Yes
016	Not Currently Used	No	Yes
017	Over Quota - Question Driven	Yes	Yes
018	Suspend -> Over Quota	Yes	Yes
019	Not Currently Used	No	Yes
020	Qualified Refusal	Yes	Yes
021	Question Terminate (see Statcode in QPX)	Yes	Yes
022	Question Terminate (see Statcode in QPX)	Yes	Yes
...	includes all codes between 21-60	Yes	Yes
060	Question Terminate (see Statcode in QPX)	Yes	Yes

Code	Definition	Connect?	Resolved?
069	Complete Pulled Up by INTV	No	Yes
099	Dialer Got 4 No Answers in a Row	No	Yes
Code	Definition	Connect?	Resolved?
101-213 Active / Live Codes (record remains available for redialing)			
101	No Answer	No	No
102	Busy	No	No
103	Busy Changed to No Answer (2 busy in a row become No Answer)	No	No
104	Callback (Specified date/time)	Yes	No
105	Callback (Unspecified)	Yes	No
106	Callback (Tomorrow)	Yes	No
107	Answering Machine / Voicemail	Yes	No
121	Dialer Dead Air / Sent No One	No	No
152	Spam Busy	No	No
156	Get Specific Stack (pull by search only)	No	No
182	Busy Forced to No Answer (retry was outside calling hours)	No	No
183	Not Currently Used	No	No
185	Respondent Hung Up in Intro (Bucket 9 / Hold Area)	Yes	No
187	All Targeted Attempts Made	No	No
189	Soft Refusal (Bucket 9 / Hold Area)	Yes	No

Code	Definition	Connect?	Resolved?
191	Special Status 1 - Spanish Speaking	Yes	No
192	Special Status 2	No	No
193	Special Status 3	No	No
194	Special Status 4 - Terminate in Middle / Dead Suspend	Yes	No
195	Special Status 5	No	No
196	Special Status 6	No	No
197	Special Status 7 - "Dead" Suspend (TERM_IN_MID)	Yes	No
198	Special Status 8	No	No
199	Special Status 9 - Respondent Not Available for Study Duration	Yes	No
211	Put Back - Top of List	No	No
212	Put Back - Bottom of List	No	No
213	Send to Hidden Bucket	No	No
Code	Definition	Connect?	Resolved?
801-821 Dialer - Resolved (dialer-assigned, record is closed)			
801	Dialer: Number Not Dialed	No	Yes
802	Dialer: Timed Number Not Dialed	No	Yes
803	Dialer: Unknown Number	No	Yes
804	Not Currently Used	No	Yes
807	Dialer: Bad Number	No	Yes
808	Dialer: Modem Answered	No	Yes
809	Dialer: Disconnected	No	Yes

Code	Definition	Connect?	Resolved?
810	Dialer: Forced Resolved	No	Yes
811	Not Currently Used	No	Yes
812	Dialer: Changed Number	No	Yes
815	Dialer: Number Too Old to Call	No	Yes
818	Dialer: SIP Non-Working	No	Yes
819	Dialer: No Connect	No	Yes
821	Dialer: INTV Disconnect	No	Yes
Code	Definition	Connect?	Resolved?
851-875 Dialer - Active (dialer-assigned, record remains in play)			
851	Dialer: No Answer	No	No
852	Dialer: Busy	No	No
853	Dialer: Busy to No Answer	No	No
854	Dialer: Trunk-Line Busy	No	No
855	Dialer: Incomplete Callback	No	No
856	Dialer: Nuisance (Dropped) Call	No	No
857	Dialer: Answering Machine	No	No
859	Dialer: Hung Up Phone	No	No
860	Not Currently Used	No	No
861	Dialer: Connect then Abort	No	No
862	Not Currently Used	No	No
863	Dialer: No Ringback	No	No
864	Dialer: Connected ATD	No	No

Code	Definition	Connect?	Resolved?
870	Dialer: Rejected Call	No	No
871	Dialer: No User Responding	No	No
872	Dialer: Channel Unavailable	No	No
873	Dialer: Temp Failure	No	No
875	Network Bad (likely temporary failure)	No	No
Code	Definition	Connect?	Resolved?
900-908 Survent / Station Codes (set by the interviewer station or survey engine)			
900	Number 'In the Air' (at the interviewer station)	No	No
901	Survent: Blow Error	No	No
902	Survent: SIGHUP / Terminal Abort / Suspend-Callback in 24 hrs	No	No
903	Survent: Auto-Suspended (web survey)	No	No
904	Not Currently Used	No	No
905	Survent: Suspended Due to Max Idle Time	No	No
906	Not Currently Used	No	No
907	Phone Quota Retry (was 997 - rescheduled like a busy)	No	No
908	Phone Cluster Retry (was 998 - rescheduled like a busy)	No	No
Code	Definition	Connect?	Resolved?
950-999 Server / System Codes (assigned by server logic, not interviewer action)			
950	Not Currently Used	No	No
951	Server: Duplicate Number Found - Do Not Call	No	Yes

Code	Definition	Connect?	Resolved?
952	Server: Number in DNC Prefix List - Do Not Call	No	Yes
953	Server: Number in DNC List - Do Not Call	No	Yes
954	Number Completed by Validator	No	No
955	Phone Number Killed by Foneutil or Super/Boss	No	Yes
956	Server: Number in DNC Email List - Do Not Call	No	Yes
971	Forced Resolved by Dialer	No	No
972	Not Currently Used	No	No
973	Max Calls Limit Reached	No	No
974	Max Calls Ever Reached	No	No
975	Over Phone Quota - Resolved	No	No
976	Over Quota Percent - Resolved	No	No
977	Dialer Failed Transfer to Validator	No	No
978	Server Failed Transfer to Validator	No	No
979	Not Currently Used	No	No
980	Bad Status Set	No	No
983	Bad Phone Record	No	No
984	Dialer Status Returned with No Corresponding CfMC Status	No	No
985	Invalid Time in Timed Callback	No	No
986	Bad 'Putfone' With Zero in Field	No	No
987	Bad Stuff in Phone Record	No	No

Code	Definition	Connect?	Resolved?
988	Unknown Status	No	No
989	Bad Special Interviewer Type Value	No	No
990	No Stack Found	No	No
991	Max History Check Error	No	No
992	No Next Bucket	No	No
993	Bad 'Putfone'	No	No
994	Number Identified as an "Error Record"	No	Yes
999	Reserved - !phone,s (use status in specified location)	No	No

Notes on Code Usage

***Question Terminates (021-060):** These codes are set programmatically within the survey itself. What each one means depends entirely on how the programmer set up the QPX statcode logic for that specific study. There is no universal meaning - always refer to the study's QPX file to interpret these.

****Special Statuses (191-199):** General-purpose hold codes whose meaning is defined at the study level. Codes 191, 194, 197 and 199 are the most commonly assigned with consistent meaning: mid-interview termination and extended respondent unavailability, respectively.

*****Not Currently Used:** These code slots exist in the system but are not actively assigned. They should not appear in normal study logs. If encountered, it typically indicates a system anomaly or a very old study configuration.

******Missing Codes:** Some codes are explicitly missing from the list, as they are either "reserved" for future use, or specific to a dialer other than the Survox Dialer.

*******Dialer: Rejected Code:** These are a newer code that has started to appear, as a result of carriers implementing call screening services. While survox treats these as system numbers, and tries calling them back on the normal system callback times, carriers have identified they are being rejected and are either invalid or spam blocked, and thus never going to reach a respondent. If a large quantity of these start appearing, you can ask DP to "kill" them, so they no longer get redialed.

*******Error Records:** These are the last great mystery of Survox sample management... *MOST OF THE TIME* they are simply a disconnected number, but the code the end carrier sent back is not one the dialer knows how to handle, so it just dumps them into the "Error Status" stack. In theory, these could be zapped and tried again but would most likely result in the same status being sent back again. There are also rare occasions where a number gets somehow "corrupted" via strange callback

times, or other system issues. This happens very infrequently though and should be investigated when it happens. *Note: When dialing in 1:1 mode, these are "changed" to normal disconnected.*

*******Killing Numbers:** At times, it may be required to "kill" numbers, assigning a status "955" and removing them from dialing completely. This can be done similar to hiding/revealing, in a super/boss using the `phone_kill jobname select <enter>` or in the Console under **Manage, Manage Sample, Resolve Numbers**, and putting in the select statement.

Revision #4

Created 2026-03-04 19:32:25 UTC by Admin

Updated 2026-03-04 21:25:56 UTC by Admin