

V - Phone Verify Code Word

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Select action type as Phone Verify Code Word (V).

During a Phone Verify Code Word step, the Phone List and Code Word steps are combined into one step. The Dispatch Wizard will display both a dial pane and a verify contact pane. A call disposition is only required to be entered if contact is not made. Entering a code word verification will assume a contact made disposition.

Phone Verify Code Word steps are set up the same way as Phone steps.

Following Steps:

Possibilities for a Phone Verify Code Word step include ContactNotMade or the Code Word Action Outcomes. When a Code Word Action Outcome is entered, it is given that Contact has been made. Multiple outcome codes can be entered separated by a comma. In addition to the below codes, an 'AllElse' code can be used. For instance, one following step can have an outcome code of 'VCWORD,VPIN', a second step of 'ContactNotMade', and third step of 'AllElse'. A NOCWPIN will trigger the step with the outcome code 'AllElse'.

Possible Action Outcome Codes:

- ContactNotMade
- VCWORD (Valid Code Word)
- VPIN (Valid PIN)
- NOCWPIN (No Code Word/PIN)
- IVCWPIN (Invalid Code Word/PIN)