Rejected-transfer evidence pack

Fill one in for each transfer a buyer rejects, and send it with your reply. It puts everything the buyer needs to re-check the call on one page, so the argument is about the call itself.

1. The call

Buyer and campaign

The buyer's rejection reason, in their words

Lead ID and the caller's phone number

Date, transfer time and time zone

Call length, and how long the buyer's agent was on the line

Your dialer's call ID or recording ID

2. Lead source and consent

Publisher or source ID

Consent proof: TrustedForm or Jornaya certificate ID, or your opt-in record

Date the number was scrubbed against the DNC lists

3. What was said, quoted with times

Qualifying questions and the caller's answers

Required disclosures, and when they were read

The handoff: what your agent told the buyer's agent

The buyer's reason, answered line by line

4. Check before you send

- [ ] The call meets the qualifying rules in the buyer's insertion order, as written.
- [ ] The call passed the buyer's billable duration.
- [ ] No duplicate of this caller inside the buyer's duplicate window.
- [ ] The recording is complete, with both sides and the transfer.
- [ ] The recording or record link opens for someone outside your company.

A raw recording can be argued with. A Klariqo Call Record seals the call's transcript with a digital signature and an independent timestamp, and the buyer can check it at verify.klariqo.com without an account. It runs on your VICIdial, and your first 10,000 recorded calls are free: app.klariqo.com/onboarding