

Callout Definition Table

The **Callout Definition** table is the first in a series of tables designed to initiate a callout. The information here describes the page and the fields and buttons on the page. The Callout Definition table is divided into four sections: Information (Info), Messages (Msgs), Attributes (Attr) and Overrides (Ovrd). The small plus and/or minus signs located in the left column of the table under the Info and Msgs section names allow you to collapse or expand those sections. The default is for the sections to all be expanded, thus displaying the minus sign in the field to allow you to collapse that section.

Once you complete the **Callout Definition** table, you make roster and location selections from the [Roster Picker](#) table, make any adjustments via the [Sub-callout](#) and [Manual Bypass](#) tables and then initiate the callout. For step-by-step instructions on creating a new callout, see the section titled [Creating a New Callout](#).



Not all customers have the same choices available for *Callouts*.

Note: If a user does not have access to a callout attribute—Blast Calling, Pager Delay, J/A Rule, and/or Future Run Time—and the default of the attribute is enabled, the attribute will be turned off when the callout is created by a user without security access to the attribute. For some companies that attribute will remain at its default.

Field	Explanation
Callout Page	<p>Dark blue box: Callout ID (CoMain). The Callout ID or CoMain is populated with the callout ID number after you save the information in the Callout Edit Page for the first time. This Callout ID number will be used to identify the callout in ARCOS.</p> <p>Light blue box: Information about who created the callout, when, and the location.</p> <p>White box: Message information from ARCOS to the user regarding success or failure of actions the user takes.</p>
	Information (Info)
	Click to hide Msgs , Attr , and Ovrd information.
Type	Drop down menu of all available callout types for your company. Identifies the callout type, such as Normal , All Hands on Deck , Notification , Travel , or Fill Shift .
	Not all companies use the same terminology for their callout types. So, the names used here are only examples of possible names for different callout types.
	Some companies may have restrictions on the use of All Hands type callouts. See the Sys Admin>All Hands Period Administration section, if applicable.
Work Start	Identifies the Date and Time the work is scheduled to start. The time is displayed in military time format for most companies. Click the calendar icon to display date and time in an edit able format.
Description	Provides a text field that can accept up to 100 characters as the description of the callout. If it is left blank, when the callout is saved, ARCOS automatically populates the field with the operator name, creation time and date, and location of the callout. The contents of this field display in the View Open Callouts screen plus other screens and reports.

Work End	Identifies the Date and Time the work is scheduled to end. ARCOS automatically sets this time to a predetermined length of time after the Work Start time. The length of time can vary from 2 hours to 8 hours, depending on the length of time the company chose for its Default Callout Time. You can accept the default time or change it to a different time. The time is displayed in military time format for most companies. Click the calendar icon to display date and time in an edit able format.
Run Time	Allows the user to set a date and time in the future that the callout will begin calling employees for the scheduled work. Click the calendar icon to display date and time in an editable format. If a callout has a Run Time set, the callout goes to Pending Run status when the initiate button is clicked.
Messages (Msgs)	
Reason	Drop down menu containing a set of pre-defined reasons describing the purpose of the callout. The selected reason is spoken to the employee during the Inbound call. Some companies prefer to have a default reason and others want the operator/dispatcher to select a reason from the dropdown.
Custom Msg	Drop down menu containing the titles of custom messages that can be spoken to the employees by ARCOS. All companies have the option to create a custom message for each callout. The display is limited to 50 characters in the callout table. If the title is longer than 50 characters, it is truncated, followed by ellipses (...). If you mouse over a truncated title, the entire title displays in a pop-up. Click here for a video tutorial on Creating and Saving Custom Messages .
Custom Msg Text	Free-form field that allows you to enter custom message text to be included in an e-mail for callouts or notifications. This field holds up to 500 alpha/numeric characters, although the size of the text message that employees can receive is dependent upon the individual cell phone carriers. Due to this limitation, the order in which information displays is: <ol style="list-style-type: none"> 1. Custom Message Text 2. Callout Description 3. Callout reason (if applicable) <p>This is an optional feature that not all companies use. Note: ARCOS can only send text messages to addresses that are in proper, e-mail format. For example, 6145551234@verizon.net is a properly formatted address because it contains the "@verizon.net" following the user name (or phone number). ARCOS cannot, for example, send a text message to 614-555-1234.</p>
Trouble Location	Identifies the Level 4 location where the trouble is located. This is a field that is spoken to the employees during the Inbound call. Not all companies use this field, so you may not see it displayed on your Callout screen or it may be called something different, for example Location Event .
	Caution! Once you click the dropdown arrow  to the right of the Reason , Custom Message , or Trouble Location fields or type in one of those four fields, the field turns dark blue which indicates it is the active field on the screen. If you leave any of these three fields active and then use the scroll button on your mouse, with the mouse pointer located inside the dropdown menu, each time you scroll, the selection in that active field changes. Therefore, once you make a selection in the field, you should click on another area of the screen to deactivate that field to lessen the chance of accidentally changing a selection you made. (This behavior is true in any MS Windows field that contains a dropdown menu.)
Attributes (Attr)	
Blast Call	Checkbox - instead of calling an employee's devices one-at-a-time, blast calling calls all of an employee's devices simultaneously. ARCOS still calls employees in the proper order according to business rules. Most all companies have a checkbox for Blast Call and some companies have it checked on by default when the Callout Definition table displays.
CDL (Commercial)	When a callout is submitted with the CDL Required attribute enabled, ARCOS will not call employees who have the No CDL attribute enabled on their employee

Driver's License) Required	record.
J/A Rule	Checkbox - when selected, enables the Journeyman/Apprentice rule for the callout. There are several configurations that determine the ratio of Journeyman to Apprentices that can accept a call and in what order they will be called. There are mixed list rules and separate list rules. Not all companies use a J/A Rule. See the J/A Rule section in Callout Rules for more information.
JvsA	Checkbox - when selected, ARCOS proceeds with JvsA Rule logic . The JvsA logic is in place so that ARCOS cannot offer more opportunities for work to Apprentices than there are Journeymen accepts within an entire callout. See the JvsA Rule in the Callout Rules section for an explanation of how the JvsA Rule works. This checkbox works in conjunction with a companion roster preference that is also called JvsA. The JvsA Roster Preference is explained in the Roster List Administration and Preferences section.
Force Call	Checkbox - when selected, adds "This is a forced" recording to the message the employees receive. ARCOS does not do anything different or additional when Force Call is selected. This is not available to for all companies.
Exclude Inactive	<p>Checkbox - When selected, rosters that are flagged as <i>inactive</i> by the Inactive roster preference will not be displayed as available for the callout. If Exclude Inactive is checked by default and user wishes to view the inactive list, the user must uncheck the Exclude Inactive checkbox, then save and refresh the callout to display the correct roster picker.</p> <p>Note: If an inactive roster is part of a crew, the roster will display in <i>italics within the crew</i>. If a user selects a crew that contains an inactive or empty list, a <i>pop-up message</i> appears warning the user of their selection.</p>
Pager Delay	<p>Checkbox or dropdown - the length of time ARCOS waits between sending data to a pager and starting the call to the next device for that employee or the next employee. If there is a checkbox on the Callout Definition table, you can turn on pager delay by selecting the checkbox or off by leaving it blank. This will be a static pager delay.</p> <p>If there is a dropdown menu, you can select from Static or Dynamic.</p> <p>Not all companies use a pager delay.</p> <p>Note: The page must be successful in order for the delay to take effect.</p>
Serial Call	Checkbox - when selected, ARCOS calls one sub-callout while another in the same callout is in a hold status. Calls will not be made to the second sub-callout unless ARCOS completes the first sub-callout. Not all companies have a checkbox for Serial Call, and some companies have the checkbox on by default. See the Serial Call section in Callout Rules for more information. This is an optional feature and not all companies use it.
E-mail	Checkbox - when the callout is launched, ARCOS sends e-mail messages to employees who have an address listed in their employee file. The e-mail is sent and then the employee's devices are called, according to the callout rules established for the company. E-mail communication is only one-way, outbound. Employees cannot respond to a callout via e-mail. This is an optional feature and not all companies use it.
E-mail Only	Checkbox - when the callout is launched, ARCOS sends e-mail message to employee who have an address listed in their employee file. The e-mail is sent and NO other devices for the employee are called. E-mail communication is only one-way, outbound. Employees cannot respond to a callout via e-mail. This is an optional feature and not all companies use it.
Keep Calling	Displays when All Hands on Deck or <i>Notification</i> is the selected Type. Auto-resubmits the callout and continues to call employees until the callout is stopped, a positive contact (Accept/Decline) with each employee on the list is established, or the end time of the callout/notification is reached. The default number of attempts is automatically set to 2 with Auto-resubmit. A delay between resubmits can be

	designated so that ARCOS waits before running the list again rather than "keep calling." Notifications can be set to resubmit up to 9 times, meaning the list would run 9 times and then stop. The checkbox can also be deselected so that ARCOS does not keep calling the list. This is an optional feature and not all companies use it.
New Emp Limit	Checkbox - invokes the rules that limit the number of accepts allowed for new employees when checked. You designate employees as New Employees by selecting the New Employee checkbox on the Employee Add/Modify page . See New Employee for additional information on this feature. Not all companies use this feature.
No Chain Delay	When checked, ARCOS will skip all chain delays it encounters during the callout.
No Delays	When checked, ARCOS will skip all delays it encounters during the callout including Chain Delay, Employee Delay and Pager Delay.
Resubmit Delay	Displays when All Hands on Deck or Notification is the selected Type. Time must be entered in this field. Specifies the time between attempts. If you do not wish to delay between attempts, you must enter a zero (0) in this field. This is an optional feature and not all companies use it.
Shift Only	This is a Callout Attribute that can be added to any callout type. When the Shift Only attribute is checked, only employees who are currently on shift will be called.
Employee Delay	Allows use of the current roster preference for EmpDly to be applied to a callout. See Employee Delay Callout Attribute for more information on this feature. Not all companies use this feature.
Major Event	Allows the assignment of the callout to a Major Event. Click the link and ARCOS initiates a call to RoD to check for active events. Once the dropdown list is populated, you can select the active Major Event to which you wish to assign this callout . You can also modify the value in this field on a callout after it is created and running. This is an optional feature and not all companies use it.
Arrival Time	The time that the crew/employee arrives on-site for a callout. This information is not entered before the callout is initiated, like the other features in the attributes section, but instead once employees arrive on the job site. This is an optional feature and not all companies use it. See Arrival and Made Safe Times for additional information on this feature.
Made Safe Time	The time that the job was made safe. This information is not entered before the callout is initiated, like the other features in the attributes section, but instead is entered once the employees have secured the job site and made the situation safe. This is an optional feature and not all companies use it. See Arrival and Made Safe Times for additional information on this feature.
Target Devices	The <i>Target Devices</i> callout attribute allows the dispatcher to select which employee devices will be called during the callout: Callout Devices, SEA Devices or All Devices.
	Override (Ovr)
	Note: This section contains a list of just a few statuses that can be overridden. This section varies, based on each company and their settings.
Sick	Checkbox - when selected, ARCOS calls employees with a status of Sick .
Vacation	Checkbox - when selected, ARCOS calls employees with a status of Vacation .
Vacation - Call	Checkbox - when selected, affects the order in which employees are called. If your company uses this option, it is checked by default. This is an optional field that not all companies use. See Vacation - Call Override for additional information on how this feature works.
Rest	Checkbox - when selected, ARCOS calls employees with a status of Rest . (Some companies call this Rest 8 Hour Rule.)
All	Checkbox - click to select all overrides. If you hold the mouse over the number of items, a list displays that shows the statuses being overridden. This list is not

	necessarily the same individual exceptions that are shown in the <i>Callout Definition table</i> .
Automatic	Items automatically being overridden for the callout. Hold the mouse pointer over the number of items and a tool tip displays that shows the statuses that are on automatic override.
Funeral Jury Duty Mandatory Rest FMLA No Sched	Based on the callout type being used, there may be different statuses that display in the OvrD section. These listed on the left are a few examples of possible statuses.
Save	Save the information entered for the callout.
Refresh	Refresh the screen. This button displays once you have completed the Callout Definition table and selected your class or workgroup from the Roster Picker table.
Notes	Add notes to the callout. This button displays once you click the Save button on the Callout Definition table or selected a class or workgroup from the Roster Picker table and click the Submit button. This is the only location in which you can add notes to a callout. You can view Notes from the Callout Detail Report page.
Notes (1)	This button displays after at least one note has been added to the callout to indicate that notes exist. Click the Notes button and the Callout Notes dialog box displays that shows the notes added previously in addition to a window that allows you to add more notes.
Close	Close the current callout before initiating the callout. This button displays once you have completed the Callout Definition table and selected your class or workgroup from the Roster Picker table.
Reopen	Works in conjunction with the Close button. When you click Close , this button displays, giving you to reopen the callout.
Delete	Clicking the Delete button in the Sub-Callout table triggers the Delete button in the Callout Definition table, which allows you to completely delete the callout. The Delete option in the Sub-Callout is only an option for a new callout that has never been initiated.

View Callout Definition Table for Normal Callout

Callout Edit Page
 ID: 8345- New

Created by: Brenda Mcguire on Wed 02/21/2007 10:10:17
 In: Test OpCenter

Callout saved successfully.

Info	Type: Normal	Work Start: Feb 21, 2007 10:10:17	
	Description: Normal callout created by Brenda Mcguire for Test OpCenter on Wed 02/21/2007 10:10:17 ET	Work End: Feb 21, 2007 14:10:17	
Msgs	Reason: Trouble	Custom Msg:	
	Trouble Location: Test OpCenter		
Attr	Blast Call: <input type="checkbox"/>	J/A Rule: <input type="checkbox"/>	
	Force Call: <input type="checkbox"/>		
OvrD	Sick: <input type="checkbox"/>	Vacation: <input type="checkbox"/>	All: <input type="checkbox"/> (7 items *) Automatic: (1 items *)

Save Refresh Delete Save as Active

View Callout Definition Table for All Hands on Deck Callout

Callout Edit Page ID: 0 - New		Created by: Brenda A. McGuire on Fri 08/24/2007 08:27:07 In: Test OpCenter		Loading Picker: Success	
Info	Type: All Hands on Deck	Work Start: Aug 24, 2007 08:27:07			
	Description:	Work End: Aug 24, 2007 12:27:07			
Msgs	Reason: Storm Related	Custom Msg:			
	Event loc:				
Attr	Blast Call: <input type="checkbox"/>				
Ovrd	Rest 8 hour rule: <input type="checkbox"/>	Light Duty: <input type="checkbox"/>	Sick: <input type="checkbox"/>	Vacation: <input type="checkbox"/>	
	Overtime Preference: <input type="checkbox"/>	All: <input type="checkbox"/> (9 items *)			
Save					

**Note: Not all companies have all of the items described in the Online Help.*

**Please note, the ARCOS online documentation is a living document that is always under review. If you see information that is inconsistent with the behavior in the application, or you do not see a page covering an ARCOS feature you would like to know more about, please contact the ARCOS Support Center.*

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