







Sub-Callout Table

Once you have the basic callout information, select the rosters and the number of employees desired for the callout, the **Sub-callout** and **Manual Bypass** tables display. The **Sub-callout** table shows a summary, by roster, of the classes and workgroups to be included in the callout and the **Manual Bypass** tables (one for each row in the Sub-callout table) show the detail associated with each roster. In the case of an All Hands callout, the **Sub-callout** table has one row and the class is Query by Location.

The following table contains descriptions of the fields in the **Sub-Callout** table. Sub-callouts are also referred to as child callouts, because they are subordinate to and rely upon the main or parent callout. Each callout has a sub-callout for every class or workgroup included in that callout.

Field	Explanation
CO ID	The sub-callout ID for this portion of the callout. Each class or workgroup selected for inclusion in the callout is assigned its own unique sub-callout ID. For example, if you selected three lists to include in a callout, three separate sub-callouts display in the Sub-Callout table.
Class/WG	Class or workgroup name. For all types except All Hands . In the case of All Hands , the class is <i>Query by Location</i> .
	All Hands callout: <i>Query by Location</i> * displays in the <i>Class/WG</i> field. If you hover over the field, a pop-up displays that contains the number of <i>Locations</i> included in the callout.
Location	Level 4 location of the class or workgroup for all callout types except All Hands .
	All Hands callout: Lists the locations included in the callout.
# Avail	Total number of employees available for the callout from the selected class or workgroup.
# Req	Total number of employees requested for the callout from the selected class or workgroup, for all callout types.
	Caution! Once you click the dropdown arrow  to the right of the Req field or type a number in the field, the field turns dark blue, indicating it is the active field on the screen. Once you make a selection in the field, you must click on another area of the screen to deactivate that field. This behavior is true in any MS Windows field that contains a dropdown menu. If you leave the field active and use a wheel mouse, each time you scroll with the wheel, the selection in the field changes.
	All Hands Callout: You have no option for number of employees to request. All Hands callouts, by definition, call all employees in the selected location.
# Filled	Total number of positions in the callout that are currently filled.
Curr Att *	The <i>Current Attempt</i> the callout is on.
Attempts *	Number of attempts the operator wants ARCOS to make to contact the available employees in the class or workgroup. The Sibling Callout Rule may be invoked during a callout that has multiple attempts. ARCOS can be configured so that you specify the number of attempts to be automatically made before going to Wait status. You can also configure a delay period between attempts. Not all companies have this field.
	Caution! Once you click the dropdown arrow to the right of the <i>Attempts</i> field or type a number in the field, the field turns dark blue, indicating it is the active field on the screen. Once you make a selection in the field, you must click on another area of the screen to deactivate that field. This behavior is true in any MS Windows field that contains a dropdown menu. If you leave

	the field active and use a wheel mouse, each time you scroll with the wheel, the selection in the field changes.
Sub Custom Msg *	Allows you to enter a sub-custom text message for the callout if the E-mail attribute is checked. Click the TXT link to <i>toggle the display of the sub-custom message text</i> . There is a 500 character limit and a space is required after 25 characters. This is an optional feature that not all companies use. See Employee Screen Definitions for information on setting up e-mail addresses for employees.
Chain *	Click to turn on or off chaining . When chaining is active, when one list is exhausted and the callout is not filled, ARCOS goes to the next list that is designated in the chain of lists for that classification. This field is not included in an All Hands type callout. Not all companies have this field. Rosters that are chained together appear in the same sub-callout.
Overlap *	This is an optional feature that not all companies use. The feature is designed to warn you when you create a new callout and that callout is using a roster that is also currently being used by another callout and is in a non-closed status. See Overlapping Callouts for additional information.
Status	Status of the callout. If the status is Queued, Wait, or Hold, the status displays in <i>red text</i> .
Action Alternate Action	There are several options under the Action/Alternate Action buttons that display depending upon the current status of the callout when the action is selected. <ul style="list-style-type: none"> • Delete button removes the sub-callout from the callout. The sub-callout can only be deleted if the callout has not been run. • Stop button stops any child (sub-) callouts associated with the callout that can be stopped. The statuses for the child callouts must be <i>Wait</i>, <i>Running</i>, or <i>Hold</i> in order for the call to be stopped. • Resubmit (w/Preview) button makes a new attempt at the list, but first allows you to enter <i>Manual Bypass Results</i> before re-initiating the callout. • Resubmit (No Preview) button makes a new attempt at the list. This selection does an immediate resubmit with no <i>Manual Bypass</i> step. Any previously entered <i>Manual Bypass Results</i> carry forward. • Rollover button rolls the callout to another, operator-selected class or workgroup, which can be from the same location or another location. • Resume button continues the current attempt from where it left off, as long as there are still uncalled devices or rosters on the current attempt and the work end time has not passed. You can also resume a <i>Done</i> job by increasing the quantity. Resume puts the callout back in <i>Running</i> status. See also IB Callback Rule for additional uses of the <i>Resume</i> function. • Edit Quantity button edits the number of requested employees. The feature takes into account calls in progress. The number of requested employees cannot be reduced below the number already accepted plus the number of calls in progress. • Pause/Un-pause button to stop or start, initiated by the operator or dispatcher. You can resubmit with or without preview.
	All Hands Callout: The Delete button is available as the only action when you are setting up the call. Alternate Action button only allows you to Delete or Modify Query .
	Allows you to add a new class or workgroup for inclusion in a callout, even if the callout is underway.
	Allows you to refresh the screen by asking ARCOS to look at the database and make any necessary changes/updates to the screen based on current activity. The fields updated by the refresh are the status and action fields.

[View Callout Sub-Callout Table for a Normal Callout](#)

2 Sub-Callout(s):										
CO Id	Class / WG	Location	# Avail	# Req	# Filled	Curr Att *	Attempts *	Chain *	Status	Action
8669	Arcos User	Test OpCenter	5	3 ▾	0	1	1 ▾	<input checked="" type="checkbox"/>	New	Delete
8670	Patrollers	Test OpCenter	2	1 ▾	0	1	1 ▾	<input checked="" type="checkbox"/>	New	Delete
Add New Class / WG									Refresh	

View Callout Sub-Callout Table for an All Hands Callout

1 Sub-Callout(s):										
CO Id	Class / WG	Location	# Avail	# Req	# Filled	Curr Att *	Status	Action		
8575	Query by Location *	Western Towns Test OpCenter	64	75	0	1	New	Delete		
Add Location(s)							Refresh	Alternate Action		

**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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