

Creating a New Callout

A callout is defined as the process of requesting employees to work during their unscheduled work hours or shift, usually accomplished by phone and/or pagers. Follow the instructions shown here to create a new [callout](#) of any type other than **All Hands**. If you wish to create an **All Hands** callout, see [All Hands on Deck Callout](#). If you wish to create a callout in which you manually enter all employee responses to the callout before you initiate it, see the instructions on [Creating a Manual Callout](#). Your company may not use some of the options shown here, so your callout screen may look slightly different.

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.

To Create a New Callout

1. Click the **Callout** tab. The *Callout* screen displays.
2. Click **Create**. The *Callout Definition* and the *Roster Picker tables* display.

Location	Class / Workgroup			Quantity
McLeod OpCenter	Emergency Activation Team One	cmt?	avail?	
Loc Selector	UG-workgroup	cmt?	avail?	
	Journeyman Apprentice Test	cmt?	avail?	
	TestIA1	cmt?	avail?	
	TestIA2	cmt?	avail?	
	Preeti's Group	cmt?	avail?	
	Chapman Test Group	cmt?	avail?	
	Tech Support	cmt?	avail?	
	MM TEST	cmt?	avail?	
	MCLEOD TEST	cmt?	avail?	
	Test Auto Rotate	cmt?	avail?	
	Test Auto Sort	cmt?	avail?	
	LINE...			

Callout Edit Page		Created by: Brenda McGuire on Thu 05/17/2007 08:09:15		Loading Selector: Success				
ID: 0 - New		In: Test OpCenter						
Info	Type:	Normal	Work Start:	May 17, 2007 08:09:15				
	Description:		Work End:	May 17, 2007 12:09:15				
Msgs	Reason:	Storm Related	Custom Msg:					
	Event loc:							
Attr	Blast Call:	<input type="checkbox"/>	Pager Delay:	<input type="checkbox"/>	J/A Rule:	<input type="checkbox"/>	Serial Call:	<input type="checkbox"/>
	Force Call:	<input type="checkbox"/>						
	Email:	<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: If you wish to accept the default options as they appear on the screen, **skip to Step 14**. If your company requires certain fields to be populated, ARCOS prompts you for information in those fields when you attempt to **Submit** the callout.

3. Select a callout type from the **Type** dropdown. Some companies have a default callout type that populates this field and some do not.
 - If you selected **All Hands** as the callout type, some of the steps below do not apply. See [All Hands on Deck Callout](#) for more information.
 - If you selected **911 Emergency** (if your company has this type), see [On-the-Fly Roster List Ordering](#) for more information.
4. Click the calendar icon to the right of the **Work Start** date and time to select a start date and time, if necessary.
5. Enter up to 100 characters in the **Description** field. This information displays on the *View Open Callouts* screen as well as other ARCOS reports. The employee does not see or hear the description field as part of the callout process. The purpose of this field is to aid you in identifying the callout when you pull reports. If you do not enter a description, ARCOS uses the name of the current user, type of callout, work start time and date, reason, and location to create a description for the callout.
6. Click the calendar icon to the right of the **Work End** date and time to select an end date and time, if necessary.

Note: The **Work End** time must be greater than the **Work Start** time or you will receive a *pop-up* when you try to save the callout or advance to the *Roster Picker*.



7. Enter an Event number in the **Event #** field, if your company uses this *option*.
8. Select a callout reason from the **Reason** dropdown. A default callout reason, determined by the company, may appear in this field.
9. Select a custom message from the **Custom Msg** dropdown, if necessary.

Only the first 50 characters of *Custom Messages* will display in the **Custom Msg** dropdown field on the *Create Callout* page. If the message exceeds the limit of 50 characters, it will be followed by an ellipsis (...) and will have a mouse over so that you can hover your mouse pointer on the message to see the full description.

Note: The mouse over feature allowing you to view the full description is only available to customers using *Internet Explorer* (IE) version 7.0.

Click here for a video tutorial on [Creating and Saving Custom Messages](#).

Note: Many of the options found in steps 10 through 12 are dependent upon your company setup. You may see all of the options, none of the options, or a mix of options, including some that are not listed here.

10. Select a location from the **Trouble Location** dropdown, if your company uses this field. This identifies the Level 4 location where the trouble is and will be spoken to the employee during an inbound call.
11. Click to select each appropriate attribute selection. Attributes vary based on company preferences. For an explanation of the **Attributes**, see [Callout Definition Table](#).

12. Click to select each appropriate override selection. Overrides vary based on company preferences. For an explanation of the **Overrides**, see [Callout Definition Table](#).
13. Click **Save**. The *basic callout information* is saved.

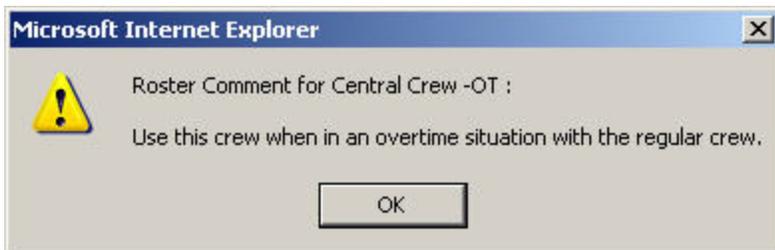
Note: Step 13 is optional. You can continue to step 14 without clicking **Save** and ARCOS automatically saves the information for you. However, if you do not click the **Save** button, ARCOS does not display the [Notes](#) or the *Delete* buttons.

The **Delete** button displays once a callout ID number is assigned and the following conditions are also met:

- The callout has been saved, and
- There are no child callouts (sub-callouts) associated with the callout.

Note: The **Work End** time must be greater than the **Work Start** time or you will receive a *pop-up* when you try to save the callout.

14. Click to select a roster from the *Roster Picker* table. The roster title turns pink. - **OR** -
Click the **Crew Request** button to display the *Crew Picker* table, if your company has this option. Remember that when selecting [Crews](#) , the quantity refers to the number of *Crews* being selected, *NOT* the number of employees of different classes which make up the *Crew*. For more information on *Crews*, see [Create Crews](#).
15. Click the [cmt?](#) link to *view comments associated with the roster*. If no comments are available, the [cmt?](#) link changes to **N/A** when you click it. This is a feature that not all companies use.



16. Click the [avail?](#) link to see how many employees are available for the callout, if desired.

The [avail?](#) link queries the database and counts the current number of available and existing employees for each roster in the list.

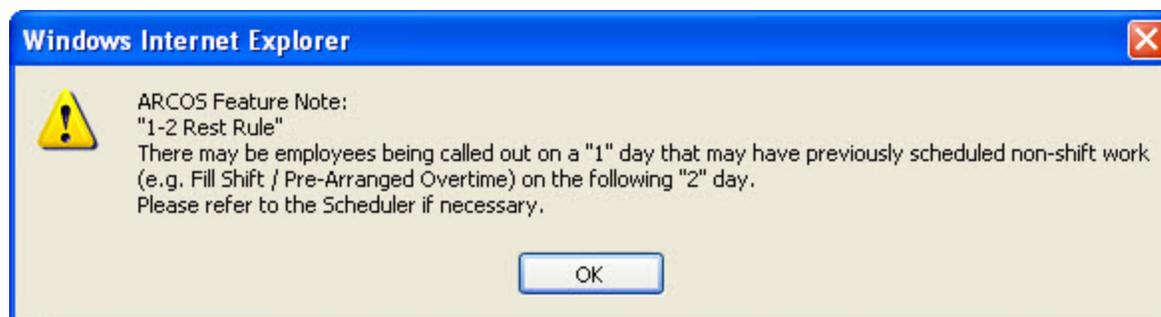
For example, 2/4 means that there are two employees available for the callout and there are a total of four employees in that roster.

Note: You can click the **chkAll** link at the top of the Class/Workgroup table to check the number of available employees for all rosters.

17. Enter the number of employees from the roster to be used in the callout in the **Quantity** field.
18. Click **Loc Selector** if you wish to include rosters from other locations in the callout and repeat step 17 to select employees from the additional location.
19. Click **Submit**. The information you entered in the *Callout Definition* table and the *Roster Picker* table is saved. The *Sub-callout* and *Manual Bypass* information displays.
 - The sub-callouts table displays one row per roster selected for the callout.
 - Sub-callouts are also referred to as child callouts.
 - You can modify the number of employees required for the callout, the number of attempts ARCOS makes through the list, and whether or not the roster is chained in the *Sub-Callout* table.
 - You can also remove a roster from the callout by clicking the **Delete** button in the *Action* column.

Note: Unless your company uses the *1-2 Rest Rule*, skip to step 21.

20. Click **OK** on the *ARCOS Feature Note: 1-2 Rest Rule* dialog box that displays, **if your company uses this feature**. ([Click here for more information on the 1-2 Rest Rule.](#))



21. Make modifications to the *Sub-callout(s)* table by changing any of the following options (if your company uses the option):
 - The *number of employees required* (**# Req**, to modify the number of employees requested from each sub-callout),

If you enter a number that exceeds the number of employees available, ARCOS displays a pop-up that warns you that you have selected more employees than are available.
 - The *number of attempts* (**Attempts**), or

You can configure the *Callout* page to automatically allow a specified number of attempts before going to **Wait** status. If you have the option, you may also configure a delay period between attempts.
 - Chaining (**Chain**), if your company has this feature. ([Click here for more information on Chaining.](#))

Note: The number of *overlapping callouts* (**Overlap**), if your company has this feature, appears in the *Sub-callouts* table. ([Click here for more information on Overlapping Callouts.](#))

1 Sub-Callout(s):										
CO Id	Class / WG	Location	# Avail	# Req	# Filled	Curr Att *	Attempts *	Overlap *	Status	Action
60315	test	McLeod Department	1	1	0	1	2	1	New	Delete
Add New Class/WG			Crew Request			Save		Refresh		

22. Click **Add New Class/WG** to include any additional rosters in the callout.

23. Enter any *Manual Bypass* information in the *Manual Bypass* table. If your company uses the 1-2 Rest Rule, *your Manual Bypass Section identifies employees who are not available due to the rule.*

Manual Bypass Section							Initiate Callout		
CO 1543 Arcos User (McLeod Location)							Att: 1		Reque
Call	Ord	Name	Curr Status	Loc / Class	Comments	Callout Status	Phones	Acc	
Roster: McLeod Location - Arcos User - Regular									
<input type="checkbox"/>	1	Chapman, Mitch (Exclusive Rule)	Available	McLeod Location Arcos User		Available	(614) 847-5942	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	2	Loader, Data	Available	McLeod Location Arcos User		Available	(614) 847-5942	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	3	Support, Mcleod	Available	McLeod Location Arcos User		Available	(614) 847-5942	<input type="checkbox"/>	
<input type="checkbox"/>	4	Conley, Levi (Exclusive Rule)	Rest - 1-2 Rule	McLeod Location Arcos User	yes	Rest - 1-2 Rule	(555) 555-5555	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	5	Tokash, Ryan	Available	McLeod Location Arcos User		Available	(614) 847-5942	<input type="checkbox"/>	
<input type="checkbox"/>	6	Barth, Olga (Notify Only)	Available	McLeod Location Arcos User		Available	(614) 847-5942	<input type="checkbox"/>	
<input type="checkbox"/>	7	McAuley, Sean	Working - Normal Shift	McLeod Location Arcos User		Working - Normal Shift	(614) 847-5942	<input type="checkbox"/>	
<input type="checkbox"/>	8	Hays, Dani (Exclusive Rule)	Rest - 1-2 Rule	McLeod Location Arcos User		Rest - 1-2 Rule	(555) 555-5555	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	9	McGuire, Brenda	Available	McLeod Location Arcos User		Available	(614) 847-5942	<input type="checkbox"/>	

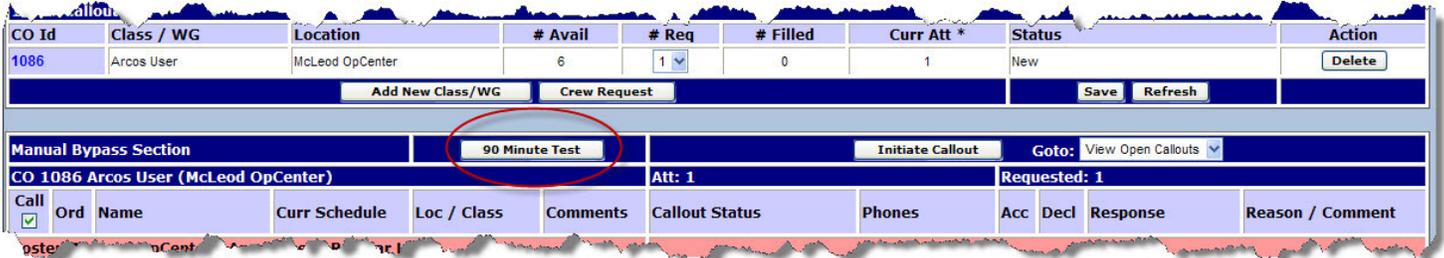
- If the checkbox in the *Call* column to the left of any employee is grayed out, the employee cannot be called for the pending callout.
- Right-click the checkbox to change the box to pink and override the exception so the employee may be called. This applies to the current roster ONLY. If the employee is on any subsequent chained rosters, the schedule exception is still in place.
- If you uncheck the *Call* box for all employees AFTER you enter Bypass results for any employees in the list, you will receive a pop-up that warns you responses for all available employees will be changed to *Manually Bypassed* if you continue.

Manual Bypass Section						Initiate Callout				Goto: View Open Callouts	
CO 19997 Arcos User (McLeod Opcenter)						Att: 1		Requested: 2			
Call	Ord	Name	Curr Status	Loc / Class	Comments	Callout Status	Phones	Acc	Decl	Response	Reason / Comment
Roster: McLeod Opcenter - Arcos User - Standby											
Roster: McLeod Opcenter - Arcos User - Preferred											
<input type="checkbox"/>	1	Tokash, Ryan M. (Ryan)	Available	McLeod Opcenter Arcos User		Available	(614) 398-5124 (614) 590-0003 (P)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Declined	fasdfasdf
<input checked="" type="checkbox"/>	2	Hays, Dani T.	Available	McLeod Opcenter Arcos User	Here is a test for a pretty long comment.	Available	(614) 847-5942	<input type="checkbox"/>	<input type="checkbox"/>		
<input checked="" type="checkbox"/>	3	Miller, Edward	Available	McLeod Opcenter Arcos User		Available	(614) 847-5942 (614) 847-5942	<input type="checkbox"/>	<input type="checkbox"/>		
<input checked="" type="checkbox"/>	4	Lovett, Dan	Available	McLeod Opcenter Arcos User		Available	(614) 398-5123	<input type="checkbox"/>	<input type="checkbox"/>		
<input checked="" type="checkbox"/>	5	Chapman, Mitch (Chappy)	Available	McLeod Opcenter Arcos User	59:44 EDT 2008] stdout: vehicle_id = [Fri Aug 01 16:39:44 EDT 2008] stdout: vnuId = 092172 [Fri Aug 01 16:39:44 EDT 2008] stdout: webId = 092172 [Fri Aug 01 16:39:44 EDT 2008] stdout: zipPostal = [Fri Aug 01 16:39:46 EDT 2008] stdout: bean returns: 1 Contact Data saved successfully, Chapman, Mitch (Chappy) [Fri Aug 01 16:39:46 EDT 2008] stdout: subject: (code'1).	Available	(614) 398-5108 (614) 406-8741	<input type="checkbox"/>	<input type="checkbox"/>		

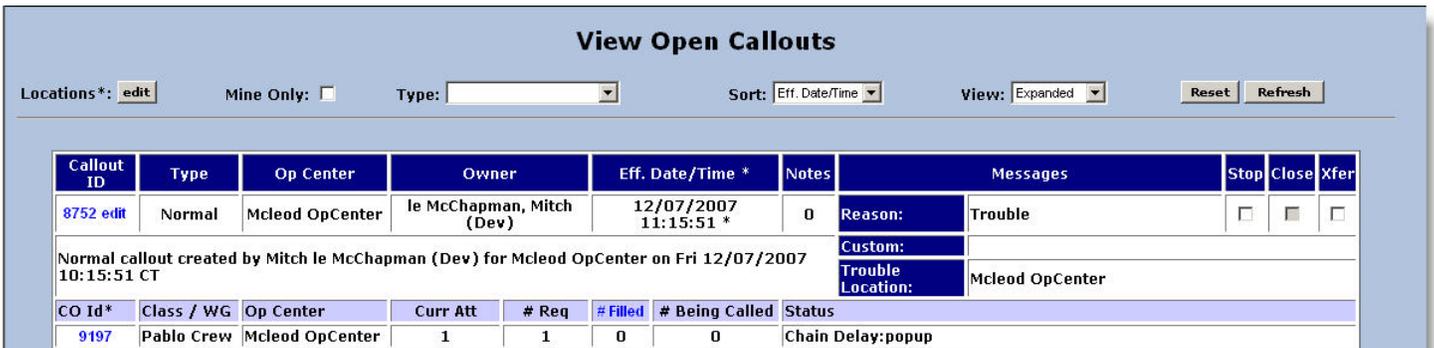
Note: ARCOS allows you to submit a callout if no one is available in the roster you select. When you initiate the callout, you receive a *message* that you must confirm to continue the callout.



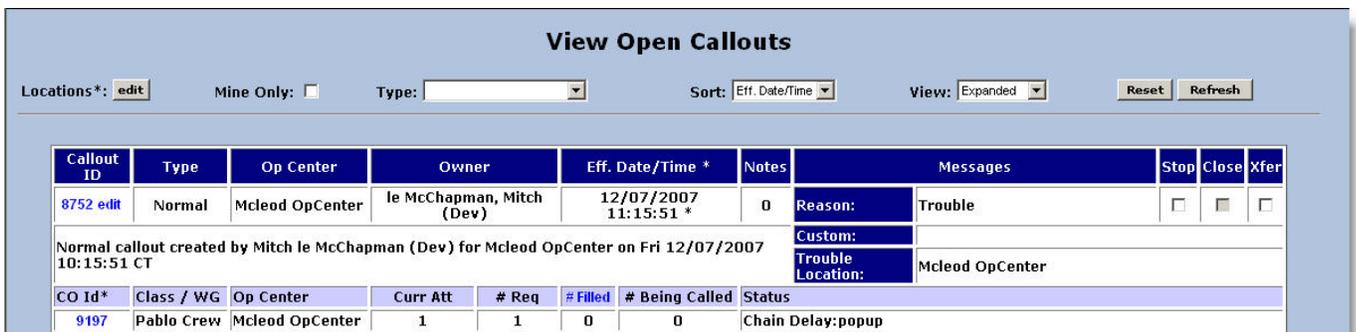
Note: If your company uses this option, click the *90 Minute Test* button if you wish to have ARCOS check for employees who do not have a normal shift record that begins within 90 minutes of the selected start time of the callout. Those employees who have a shift that begins within the 90 minute time frame are highlighted in green and all other employees who would have otherwise been available are deselected and "Work Pending Rule" populates the Response field for those employees.



Note: For some companies, if you do not initiate the callout within 5 minutes of the beginning of callout creation, you receive a *pop-up* telling you the callout has not been submitted.



24. Click **Initiate Callout** to initiate the callout. The *View Open Callouts* screen displays.



F.Y.I. When an employee is working a *Normal Callout, Holdover, Travel, etc.*, it is important to make sure he gets released when his work is done. If the employee does not get released, ARCOS cannot call him for the next callout when his name comes up because ARCOS sees him as still working. See [Using the Working Screen](#) for more information.

*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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