Creating a Manual Callout

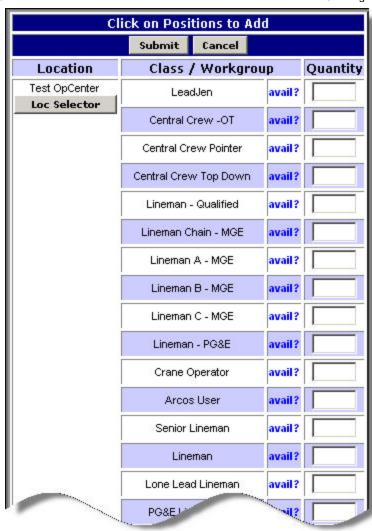
This option allows you to create a <u>callout</u> in which all call results are entered manually by the user. No outbound calls are made by ARCOS. If the callout is not filled but is submitted, ARCOS stops the callout. You must also enter a call result (reason/comment) for each employee in the *Manual Bypass* table, if your company requires it. The steps for creating a manual callout are similar to those of creating a new callout from the **Create** screen in the **Callout** module, except that the process is executed from the **Manual** screen in the **Callout** module. Also, some attributes on the **Callout** page don't apply to a manual callout and have been removed from the tables when you are in the manual callout mode. *Click here to view the list of deleted attributes*.

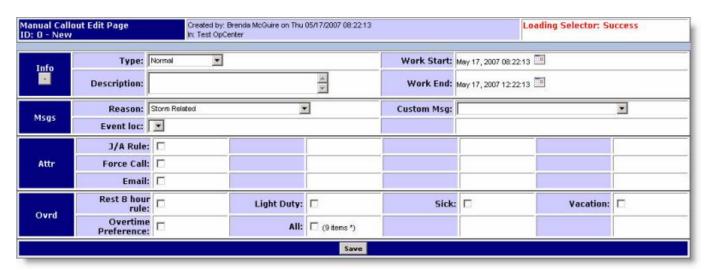
The attributes that have been removed from the Manual Callout page are:

- Blast Calling
- · Pager Delay
- Serial Calling
- Keep Calling
- Num Attempts in the sub-callout section
- Resubmit Delay

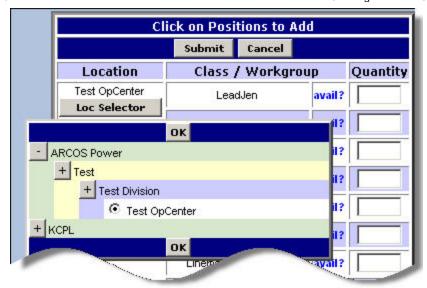
The instructions below assume you have a working knowledge of the **Create** callout screen. See <u>Creating a New Callout</u> for detailed descriptions of the fields and functions.

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





- 3. Complete the steps to complete the *Manual Callout Definition* table. (See <u>Callout Definition table</u> for descriptions of the fields.)
- 4. Click Save.
- 5. Select a roster or rosters from the Roster Picker table.



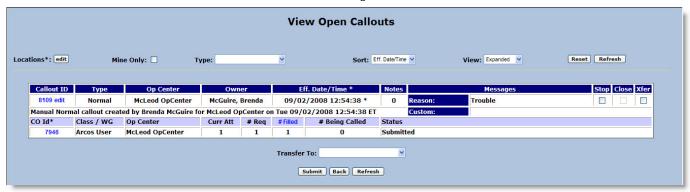
- 6. Click **Loc Selector** to select rosters from additional locations.
- 7. Click **Submit** to save the selections. The *Sub-Callout and Manual Bypass Section* tables display.



8. Enter the appropriate response in the **Response** field for each employee in the *Manual Bypass* table.

Note: ARCOS will automatically fill-in results for employees who are currently unavailable for the callout when a result is entered for another employee.

9. Click Initiate Manual Callout. The View Open Callouts screen displays.



When an employee is working a *Normal Callout, Holdover, Travel*, etc., it is important to make sure he gets released when the callout is completed. 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 <u>Using the Working Screen</u> for more information.

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^{*}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.