

Creating a Manual Callout

This option allows you to create a [callout](#) 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 [Creating a New Callout](#) 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.

Click on Positions to Add			
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>			
Location	Class / Workgroup	Quantity	
Test OpCenter Loc Selector	LeadJen	avail?	<input type="text"/>
	Central Crew -OT	avail?	<input type="text"/>
	Central Crew Pointer	avail?	<input type="text"/>
	Central Crew Top Down	avail?	<input type="text"/>
	Lineman - Qualified	avail?	<input type="text"/>
	Lineman Chain - MGE	avail?	<input type="text"/>
	Lineman A - MGE	avail?	<input type="text"/>
	Lineman B - MGE	avail?	<input type="text"/>
	Lineman C - MGE	avail?	<input type="text"/>
	Lineman - PG&E	avail?	<input type="text"/>
	Crane Operator	avail?	<input type="text"/>
	Arcos User	avail?	<input type="text"/>
	Senior Lineman	avail?	<input type="text"/>
	Lineman	avail?	<input type="text"/>
	Lone Lead Lineman	avail?	<input type="text"/>
PG&E Lineman	avail?	<input type="text"/>	

Manual Callout Edit Page ID: 0 - New		Created by: Brenda McGuire on Thu 05/17/2007 08:22:13 In: Test OpCenter		Loading Selector: Success				
Info	Type:	Normal	Work Start:	May 17, 2007 08:22:13	<input type="button" value="..."/>			
	Description:	<input type="text"/>	Work End:	May 17, 2007 12:22:13	<input type="button" value="..."/>			
Msgs	Reason:	Storm Related	Custom Msg:	<input type="text"/>				
	Event loc:	<input type="text"/>						
Attr	J/A Rule:	<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 *)				
<input type="button" value="Save"/>								

- Complete the steps to complete the *Manual Callout Definition* table. (See [Callout Definition table](#) for descriptions of the fields.)
- Click **Save**.
- 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.

1 Sub-Callout(s):									
CO Id	Class / WG	Location	# Avail	# Req	# Filled	Curr Att *	Chain *	Status	Action
8715	Arcos User	Test OpCenter	26	2	0	1	<input checked="" type="checkbox"/>	New	Delete
Add New Class/WG			Crew Request			Save		Refresh	

Manual Bypass Section					Initiate Manual Callout		Goto: View Open Callouts							
CO 8715 Arcos User (Test OpCenter)					Att: 1		Requested: 2							
Call	Ord	Name	Curr Status	Loc / Class	JA	Radio	Vehicle	Comments	Callout Status	Phones	Acc	Decl	Response	Reason / Comment
Roster: Test OpCenter - Arcos User - Regular														
<input checked="" type="checkbox"/>	1	Lovett, Dan	Available	Test OpCenter Arcos User	A				Available	(614) 396-5123	<input type="checkbox"/>	<input type="checkbox"/>		
<input checked="" type="checkbox"/>	2	Jenkins, Kenneth	Available	Test OpCenter Arcos User	A				Available	(614) 847-5942	<input type="checkbox"/>	<input type="checkbox"/>		
<input checked="" type="checkbox"/>	3	Parker, Dan	Available	Test OpCenter Arcos User	A				Available	(614) 396-5500	<input type="checkbox"/>	<input type="checkbox"/>		
<input checked="" type="checkbox"/>	4	Tokash, Ryan	Available	Test OpCenter Arcos User	A				Available	(614) 396-5124	<input type="checkbox"/>	<input type="checkbox"/>		
<input checked="" type="checkbox"/>	5	Parker, Kaelyn M.	Available	Test OpCenter Arcos User	A				Available	(555) 555-5555 (111) 111-1111	<input type="checkbox"/>	<input type="checkbox"/>		

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.

View Open Callouts

Locations*: Mine Only: ☐ Type: Sort: Eff. Date/Time View: Expanded

Callout ID	Type	Op Center	Owner	Eff. Date/Time *	Notes	Messages	Stop	Close	Xfer
8109 <input type="button" value="edit"/>	Normal	McLeod OpCenter	McGuire, Brenda	09/02/2008 12:54:38 *	0	Reason: Trouble	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manual Normal callout created by Brenda McGuire for McLeod OpCenter on Tue 09/02/2008 12:54:38 ET									
CO Id*	Class / WG	Op Center	Curr Att	# Req	# Filled	# Being Called	Status		
7946	Arcos User	McLeod OpCenter	1	1	1	0	Submitted		

Transfer To:



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 [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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