



Colorado 811 Automated Call-Out Process

Colorado 811 - UNCC will begin using an automated call-out solution in Spring, 2012. The solution will process automated calls for after hours emergency and damage locate requests. The call during normal business hours regarding damages to the affected facility owner will also be accommodated with the automated call-out solution.

The automated call-out solution will attempt to contact each member effected on the locate request three (3) times within a fifteen (15) minute period. If contact is not confirmed to the member in that time, the call will revert to a manual call out. The goal is to attain all Tier One members to accommodate receipt of the after-hours and day damage calls through the automated call-out solution. It is further requested that all Tier One members train their personnel accordingly.

Description of the automated call-out solution, when making contact, follows:

A. **This is Colorado 811 calling with an emergency message for member code ABCDEF**

- B. **Press 1** if you just want the ticket number.
Press 2 to listen to a ticket summary.
Press 3 to hear the entire ticket.

Instructions for Choice 1:

- 1a. Reads ticket number
- 1b. To repeat, press 1.
- 1c. For more detail, press 2. (goes back to step B)
- 1d. To acknowledge receipt of this ticket, press 9

Instructions for Choice 2:

- 2a. Reads ticket summary.
- 2b. Do you want to repeat information for this ticket? Press 1 for yes and 2 for no. Pressing 1 repeats at step 2b.
- 2c. To acknowledge receipt of this ticket, press 9

Instructions for Choice 3:

- 3a. Reads full ticket.
- 3b. Do you want to repeat information for this ticket? Press 1 for yes and 2 for no. Pressing 1 repeats at step 3b.
- 3c. To acknowledge receipt of this ticket, press 9

General Information for Choices 1, 2 and 3:

At any time the receiver can press 0 (zero) for help to hear the following information:

Press 1 to restart

Press 4 to back-up

Press 5 to repeat

Press 6 to skip ahead

Press 7 to jump to the end

There may be more than one ticket/locate request being sent on a call. After pressing 9 to acknowledge receipt of the information after each ticket, please remain on the line to hear:

"Thank you. There are no more messages".

--OR--

If there is another ticket, the computer voice says "Next message" and repeats at step B.

If there is another member at the same number with a voice ticket the computer voice says "New member code ABCDEF" and repeats at step B

PLEASE NOTE: If 9 is not pressed the computer voice says "This ticket has not been acknowledged" and disconnects. Should this occur another automated call will occur for the same ticket. Two (2) more attempts after the original will occur if the 9 is not pressed to confirm receipt.