



## Colorado 811 Automated Call-Out

Colorado 811 Automated Call-Out solution will place automated calls to member facilities for after-hours emergency and damage locate requests as well as during business hours, damages to the affected facility type owner/operator.

The automated call-out solution will attempt to contact each member affected 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 made by our Damage Prevention Specialists. The goal is to have all Owner/Operator members accommodate receipt of the after-hours and day damage calls through the automated call-out solution. It is further requested that all Owner/Operator members train their personnel accordingly.

### **Please note, Colorado 811 IVR will not work if**

1. If there is no ring back tone before an agent answers
  - a. If there is no ringing sound before it gets to an agent, the IVR will not work because it cannot tell the difference between music on hold, any announcements while on hold, or the agent answering the call.
2. If there is a voicemail box
  - a. The Colorado 811 IVR is not set up to be able to handle going to voice mail.

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

### **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
- Press 9 to acknowledge receipt of locate ticket information

**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.**