



# North Carolina 811, Inc.

## Guide to Automated Emergency Callouts

Updated: May 23, 2019

## Introduction



Know what's below.  
Call before you dig.

North Carolina 811, Inc. provides a supplemental telephone call via an Interactive Voice Recording (IVR) system to any member to inform the member's personnel that an emergency request has been sent to them. Members can opt to receive the automated call under these conditions:

- ◆ 24 hours a day, 7 days a week
- ◆ After the member's office closes until 6:59am the following morning
- ◆ After NC811 closes at 7:00pm until 6:59am the following morning

Members have the option of providing two telephone numbers for the automated callouts; one during the daytime hours that the member's office is open and a second one for the night time hours while the member's office is closed.

The IVR system will call a telephone number, pager, answering service or answering machine to pass the emergency information along to the member's designated representative. The IVR system will make 3 attempts to contact the member, with a 5 minute interval between each call. If after 3 attempts the IVR system is unable to contact the member to advise of an emergency ticket, then the ticket is re-queued to a Member Services Facilitator for a manual callout. This manual callout allows the Center to make sure that members are not having any trouble with receiving the automated callouts from the IVR system and are able to supply the needed response to acknowledge receipt of the emergency callout.

# IVR Procedures for Automated Callout



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This is an outline of what happens when the IVR system calls a member with an emergency ticket notification.

A. The IVR says “This is North Carolina 811, Inc. calling with an emergency ticket”

B. Ticket Information Selections

Press 1 to hear the ticket number

Press 2 to hear a summary of the ticket

Press 3 to hear the entire ticket information

If 2 or 3 is selected, the system gives the following prompt:

“Press 0 for help at any time. If pressed, the system says “Press 1 to restart, press 4 to back up, press 5 to repeat, press 6 to skip ahead, or press 7 to jump right to the end”

C. Sequence of events if 1 is pressed:

The system reads the ticket number

Press 1, when prompted, to hear the ticket number repeated

Press 2, when prompted, if you need to hear more details (call goes back to step B)

Press 9, when prompted, to acknowledge receipt of the ticket number

D. Sequence of events if 2 is pressed:

The system reads the ticket summary (County, City, Address for location)

Press 1, when prompted, if you want to repeat information for this ticket.

Pressing 1 repeats at reading the ticket summary

Press 2, when prompted, if you do not want to repeat information for this ticket

Press 9, when prompted, to acknowledge receipt of the ticket summary

# IVR Procedures for Automated Callout



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## E. Sequence of events if 3 is pressed:

The system reads the entire ticket

Press 1, when prompted, if you want to repeat information for this ticket.

Pressing 1 repeats at reading the entire ticket

Press 2, when prompted, if you do not want to repeat information for this ticket

Press 9, when prompted, to acknowledge receipt of the ticket

## F. If there is another ticket, the system says “Next message” and will repeat at step B

## G. If there is another member at the same number with a voice ticket, the system says “New member code (ex: ABC01)” and repeats at step B

## H. If no more messages or members, the system says “Thank you. There are no more messages”.

## I. If 9 is not pressed the system says “This ticket has not been acknowledged” and disconnects.

## Important Things to Remember:

- ◆ Select 1, 2, or 3 at the beginning of the call
- ◆ Press 9 to acknowledge receipt of the information or the system will attempt to contact you two more times before re-queuing the ticket for a manual callout.



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North Carolina 811, Inc. has created a DTMF Inspection Line at 336-217-5526 for any member to use to test their telephone keypad tones in the event you are having trouble with the IVR accepting your selection or acknowledgement of a ticket. You will be asked to press any number on the dial pad then instructed on whether or not the system recognized if the correct key was pressed. For instance, if the member pressed the number 9, the check line would respond with “You have pressed the number 9”. If the recorded message does not correspond with the number that you pressed, you will need to contact your service provider and have them make a correction to the DTMF tones.

If you have any questions, please contact the Member Services Department at 336-854-8597.

# IVR Automated Emergency Callout Flow Chart

The IVR System dials the member utility that has received an emergency locate request; when the telephone is answered, it says:  
**This is North Carolina 811, Inc. calling with an emergency ticket**





