

# P - Phone List

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## **P - Phone List**

Select action type as Phone List (P).

During a Phone List step, the Dispatch Wizard will create a list of phone numbers from the Call List that match the Recipient Type and ID (if available) and prompt the operator to Dial the first number in the list. The Action step utilizes a [Call Routine](#) to interpret the outcome of the operator entered Call Disposition. If no numbers match the Recipient Type/ID then a disposition of 'No-Number-Listed' will automatically be entered.

'Call recipient type' refers to the category assigned to the call list such as agency, premise, ECV... Call Recipient Types are hard-coded into stages™. Some recipient types also require a call recipient id, which are user-defined.

- Premise - Calls phone #s assigned to the Site
- Agency Type - Call phone #s of Agencies tied to the site for the Agency Type entered in Call Recipient
- ECV - Calls Site Contacts that are flagged as 'ECV' (Enhanced Call Verification)
- Relation - Calls Site Contacts of the Relation entered in Call Recipient
- Authority - Calls Site Contacts of the Authority entered in Call Recipient
- Site Contact All - Calls Site Contacts
- Site Contact - Calls a specific Site Contact based on the Order# entered in Call Recipient
- Site Contact List - Calls Site Contacts assigned to the Contact List entered in Call Recipient
- Site Group Type - Calls phone #s assigned to the Site Group based on Site Group Type entered in Call Recipient
- Site Group Contacts - Call Site Group Contacts based on the Site Group Type entered in Call Recipients.

Additionally the Site Group Contact Type is defined (ECV, Relation, Authority, Contact, ContactAll, ContactList) and a Site Group Contact Recipient if needed.

'Call Routine' refers to the list in the Call Routine window (Setup | Phone Setup | Call Routine). Call Routines dictate how many attempts to get an outcome of 'ContactMade', which outcome the call dispositions generate, when to end the phone list step, and what numbers to retry.

'Confirm no phone' will require operator action when a premise/agency/contact has no phone number listed. When this flag is not checked, a premise/agency/contact that has no phone number listed will automatically call and give a disposition of 'no-phone-listed' with an outcome code of ContactNotMade (see below), proceeding to the next step.

### Following Steps:

Steps following a phone list step use the Action Outcome field to link back to the phone list step.

### Possible Action Outcome Codes

- ContactMade

- ContactNotMade