



IVR User Guide: Receipt of Tickets

Receipt of automated phone calls for after-hours emergency and high-priority tickets is dependent upon having a phone number inserted in the AHRS contact field of your member codes with the IVR extension. You can choose to receive an IVR call for all of your facility codes, or, if ticket delivery is routed to a locator code, you can choose to receive a single call per ticket through your locator code.

MISS DIG 811 utilizes an automated voice response system (IVR) for after-hours call-outs of emergency and high-priority tickets. The IVR system is used Monday through Friday, from 4:00pm to 8:00am the following workday, and all day on weekends and holidays.

When the IVR system recognizes a voice, the system will activate and present the user with three options.

Option 1	Option 2	Option 3
Ticket Number Only	Ticket Summary Only	Detailed Ticket Information

If an option is not selected within 15 seconds, the system will disconnect the call and make two more attempts to deliver the ticket information.

- If contact is made but receipt of the call is not acknowledged within 15 seconds, the IVR will disconnect and will call again.
- Our IVR will make three attempts within a 12 minute period to reach you.

An IVR attempt will be terminated if:

- The IVR detects a busy signal
- There is no answer after 60 seconds (approx. 10 rings)
- The user does not acknowledge the IVR by choosing an option after 15 seconds
- The user does not acknowledge receipt of the information by pressing 9.

At any time during a call, the user may **press 0** for a list of help options.

To acknowledge receipt of ticket information, **press 9**. If you have multiple facility codes, you must wait a few seconds after pressing 9 to hear if any other member codes are associated with this ticket.

- If there are, **press 1** to hear the ticket number and then **press 9** to acknowledge.
- It is important to note that if receipt the ticket information is not acknowledge for all of your facility codes, the system will call again for each facility code associated with that phone number.

Press	Action
0	List of help options
1	Replay from the beginning
4	Back up
5	Go back to the previous ticket field
6	Skip to the next ticket field
7	Jump to the end of the ticket
9	Acknowledge receipt of ticket information

Make sure your response is posted to the Positive Response system.