

- BUILT AI – THE DISPATCH DESK™ – EXAMPLE OUTPUT – All client, site and project details are fictional and for illustration purposes only.



THE DISPATCH DESK™ ● STAGE 01 · THE BELL

The Bell™

Call Intake & Structured Capture

The call rings. The ticket starts. Every inbound — phone, email, portal, app — captured against the contract's intake taxonomy. Caller, site, asset, fault, access, safety flags, history. Structured from first contact.

CLIENT

Aldgate Borough Council · 42 municipal buildings

CONTRACT

NEC4 TSC · £2.4m/year · Term maintenance

PERIOD

Month 18 of 36 · May 2026

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BUILT AI

— INTAKE CHANNELS

Four Ways In — One Structured Output

Calls arrive by phone, email, portal or app. Regardless of channel, The Bell captures the same structured data against the same taxonomy. No channel produces a weaker ticket than any other.



Phone

Operator-guided intake. Structured questions in real-time.

52%

~94 calls/month



Email

Parsed from unstructured text. Key fields extracted automatically.

24%

~43 emails/month



Portal

Self-service form. Guided fields match contract taxonomy.

18%

~32 submissions/month



App

Photo-first reporting. Location auto-tagged. Voice-to-text.

6%

~11 reports/month

— STRUCTURED CAPTURE

What The Bell Captures — Every Time

12 data fields captured at intake. Not a free-text note — a structured record that feeds The Triage (priority), The Brief (engineer ticket), and The Score (SLA evidence).

1. Caller name & contact

2. Site name & address

3. Building area / floor / room

4. Asset type & ID (if known)

5. Fault description (structured)

6. Fault category (from taxonomy)

7. Safety flags (gas, water, fire, elec)

8. Access arrangements

9. Photos (if available)

10. Previous call history (auto-pulled)

11. Vulnerable occupant flag

12. Statutory trigger check

— DEEP DIVE — TKT-2026-03847

Library Roof Leak — As Captured at Intake

This ticket threads through all 6 Dispatch Desk stages as the worked example. Here's what The Bell captured at first contact — the raw intake record before triage, briefing or dispatch.

TKT-2026-03847

P2 — URGENT

Roof Leak — Aldgate Central Library

CHANNEL

Phone — received 09:14 BST, Tuesday 13 May 2026

CALLER

Karen Whitfield — Branch Librarian, Aldgate Central Library. Direct: 0161 438 2201. On site.

SITE

Aldgate Central Library, 14 Corporation Street, Aldgate, Greater Manchester, M4 2FB. Site ref: ALD-LIB-001. Building type: Public library (Grade II listed).

LOCATION

First floor, reference section — northeast corner above the reading area. Water tracking down interior wall and pooling on carpet near shelving unit.

FAULT

Active roof leak. Water ingress through ceiling — visible staining on ceiling tiles (2 tiles saturated, 1 has partially collapsed). Water running down wall, pooling on carpet. Estimated 50mm standing water in a 2m² area. Caller reports the leak started overnight — discovered when staff arrived at 08:30.

FAULT CATEGORY

Roofing → Leak → Active ingress (from contract intake taxonomy)

SAFETY FLAGS

WATER — active leak near electrical — caller reports a wall socket and a reading lamp within 1.5m of the pooling water. **SLIP HAZARD** — wet carpet in public area. Staff have placed barriers.

ACCESS

Building open 09:00–18:00 Mon–Sat. Ask for Karen Whitfield at reception desk. Roof access via internal ladder in plant room (key held by caretaker, Jim Doyle — mobile 07700 412 883). No scaffold required for initial inspection.

ASSET HISTORY

2 previous calls on this roof section: TKT-2025-01204 (Oct 2025, minor leak same corner, temporary repair applied). TKT-2025-02891 (Jan 2026, follow-up inspection, silicone sealant applied to flashing). Pattern: recurrent leak at northeast valley gutter — previous repairs may have been temporary.

VULNERABLE

No vulnerable occupant flag. Public library — elderly users and children regularly present in the reading area.

STATUTORY

Grade II listed building — any external works to the roof require listed building consent. Note for engineer: **do not remove or modify roof materials without authorisation.** Temporary internal measures only until surveyor assessment.

PHOTOS

3 photos uploaded by caller via email (forwarded to ticket): ceiling staining, collapsed tile, water pooling on carpet. Attached as IMG-03847-01 to 03.

MAY 2026 - CALL LOG (SAMPLE)

Recent Intake — Last 10 Tickets

A sample from the May 2026 call log showing the variety of intake across Aldgate Borough Council's 42 sites.

TICKET	DATE	SITE	FAULT	CHANNEL	PRIORITY	SAFETY
TKT-03842	12 May	Riverside Leisure Centre	Pool pump failure — filtration offline	Phone	P1	Health
TKT-03843	12 May	Civic Offices	Lift stuck between floors (no passengers)	Phone	P2	—
TKT-03844	12 May	Aldgate Community Centre	Heating failure — boiler fault code E119	Portal	P3	—
TKT-03845	13 May	Parkside Library	External lighting column — lamp out	Email	P4	—
TKT-03846	13 May	Civic Offices	Gents WC — cistern overflow, 2nd floor	Portal	P3	Water
TKT-03847	13 May	Aldgate Central Library	Roof leak — active ingress, reference section	Phone	P2	Water/Elec
TKT-03848	13 May	Westfield Community Centre	Fire door — self-closer failed, main corridor	App	P2	Fire
TKT-03849	14 May	Riverside Leisure Centre	Emergency lighting test failure — 3 units	Portal	P3	Statutory
TKT-03850	14 May	Aldgate Central Library	Radiator leak — children's section, ground floor	Phone	P3	Water

TICKET	DATE	SITE	FAULT	CHANNEL	PRIORITY	SAFETY
TKT-03851	15 May	Borough Hall	Intruder alarm — false activation, zone 3	Phone	P2	—

STAGE 01 GATE — THE BELL

Call Captured. Ticket Created. Clock Started.

Before a ticket moves to The Triage (Stage 02), The Bell confirms: the caller is identified, the site and location are captured, the fault is described against the taxonomy, safety flags are checked, access is documented, and asset history is pulled. No ticket leaves The Bell without all 12 fields.

- ✓ Caller identified with contact details
- ✓ Site and building location captured (room-level)
- ✓ Fault described against contract intake taxonomy
- ✓ Safety flags checked (gas, water, fire, electrical, vulnerable)
- ✓ Access arrangements documented
- ✓ Asset history auto-pulled (previous calls, last attendance)

Handover to Stage 02 — The Triage™: TKT-2026-03847 has active safety flags (water near electrical, slip hazard). Asset history shows recurrent leak — 2 previous calls on same roof section. The Triage needs to confirm P2 classification and check whether the water/electrical proximity should escalate to P1.

— THE BELL — SNAPSHOT

180 calls/month. 12 fields every time.

Every inbound across 42 municipal buildings — phone, email, portal, app — captured against the same structured taxonomy. No free-text notes. No missing fields. No ticket leaves The Bell without the data The Triage needs to classify and The Brief needs to dispatch.

CALLS / MONTH

180

SITES

42

INTAKE FIELDS

12

CHANNELS

4

