

Absence Reporting Module

Allow your employees to notify you of their absence or lateness

Vocantas provides multi-channel, 2-way interactive employee communication solutions into Workforce Central (WFC). This includes text, email and phone to allow employees to report lateness or absence.

Costs associated with manual inbound calls to report sickness or lateness are eliminated, with late and sick information going directly into WFC, creating an open shift and updating the employee pay code.

This information can be sent automatically to an organization's staff based on the rules in their existing scheduling system. Staff can report an absence by their method of choice in two-way interactive method.

About Multi-Channel Absence Reporting

- Hosted or premise based, web-based system that allows system administrators to track absenteeism and reported lateness by a variety of metrics
- Offers robust reporting capabilities
- Future-proof system allows employees to call into an interactive voice response (IVR) system, or text or email their absent or late notifications
- Can be expanded in the future to provide an employee web portal, allowing employees to set contact preferences for outbound notifications



How does it work?

Using automated speech recognition, employees can call in using just their voice and give their employee number and indicate if they will late or absent.

Full Day Call Off:

System enables users who will be absent, to enter a reason for absence based on configurable options. For example:

- Illness
- Transportation problems
- Personal business
- Family emergency
- Inclement weather
- Other reasons

Users can enter expected date of return to work.

Late In:

User can report lateness and enter their time of return based on configurable options. For example:

- Less than 30 minutes
- Between 30 minutes and 2 hours late
- Over 2 hours late

Confirmation:

- Provide user a confirmation number for the absence/lateness
- Communicate the confirmation number for the absence, back to the user via the medium it was informed (phone, text, email)

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About the Interactive Communication

Through direct telephone interaction, text or email the staff member is given options to report their absence or lateness. Employees are able to:

- Report their absence based on pre-defined options
- Report their lateness and enter their time of return based on pre-defined options

Multiple Modes of Contact

The Multi-Channel Absence Reporting system allows for the following:

- Use IVR feature for plant employees to notify their absence
- Notify employee absence via text or email
- View and download absence reports via web interface

Benefits

- Employees select preferred methods of contact- text, email or interactive phone call
- All actions are auditable, and trackable in real time
- Managers notified earlier of open shifts
- Opportunity for human error diminished
- Better flexibility for employees encourages work life balance with multiple modes of communication
- Management can track trends, drill down to individual employee's habits (e.g. are they consistently late or absent Monday mornings)

