

	Feature	SMS QuickFill	Vocantas' Automated Shift Callout
MULTI CHANNEL			
1	Employee preferences for how to be contacted from WFC; with Vocantas, multi channel options are selected via the employee portal.	X	X
2	Set specific time ranges during which to be contacted for each day of the week.		X
3	SMS Support	X	X
4	Email Support		X
5	Interactive Voice with Automatic Speech Recognition Support		X
6	Multiple options active at the same time - could be receiving both IVR calls and emails		X
7	Reliability of delivery due to multiple channels; high degree of reliability, delivery		X
8	Employees can avoid SMS charges (i.e. pay-per-text) by selecting a different method of contact		X
9	Interactive, 2-way system - employees respond via the same method of communication by which they received the shift offer notification	X	X
10	Do not need voice or text service to receive shift offers; users with data-only plans can still receive shift offers via email. Users do not need a cellphone to receive shift offers; they can receive shifts via landline or via email.		X
PROCESSES			
11	First to accept process - first come, first serve	X	X
12	Best match based on scheduling business rules	X	X
13	Manually cancel shift	X	X
14	Complex award processes (i.e. awarded in order within priority window and "first to accept" outside priority window)	X	X
15	Cancel shift based on rules such as timing	X	X
16	Send notification when shift has been filled to those who accepted the shift	X	X
17	Send notification to employees who have bid on the shift but not been awarded - in Automated Shift Callout, employees can choose to turn this feature on or off via the employee portal.	?	X
18	Send notification when shift has been cancelled	X	X
19	Send messages one at a time with timers		X
20	Schedule a launch to start automatically at a future time and date		X
21	Notification sent within 1 minute of the shift request being processed	X	X
22	Confirm who receives the shift to the person who submitted the shift request	X	X
23	Alerts follow notification profile processes	X	X
24	Utilize schedule rules as part of shift filling process	X	X
25	Send messages all at once	X	X
26	Configurable variables in the message (for Automated Shift Callout, this is configurable in the Admin tab of the Scheduler Portal); all information pulled from Workforce can be included in the shift offer message, including shift label, occupation/job, and location	X	X

27	Configure, based on schedule rules, who the message will be sent to	X	X
28	Robust employee portal for shift bidding, shift history, setting contact preferences		X
29	Respond to shift offers online using desktop or mobile		X
30	Respond to shift offers with a partial bid in all 3 channels of communication		X
31	View and bid on offers in mobile-friendly calendar or list view		X
32	Scheduler can manually override and change award		X
33	Employee can change response (respond multiple times and last one counts or set in the portal)		X
34	View communications progress and responses for all callouts in real-time in a scheduler dashboard		X
35	Scheduler can respond on behalf of employee		X
36	Confirmation that employee received offer		X
TECHNICAL			
37	Single interface for SMS content and WFC	X	X
38	Utilize information from WFC (e.g. employee cell phone number)	X	X
39	Build rules around who can be sent shift request	X	X
40	Include comments in shift request	X	X
41	Leverage profiles for how people want to be communicated with		X
42	Security/access profiles around who can request shifts	X	X
43	Real-time integration - no batch updates	X	X
44	Reference number provided for each transaction	?	X
45	Connects to WFC on premise or hosted; both options available	X	X
REPORTING			
46	Alerting when there is a problem	X	X
47	Reporting of usage - both solutions offer aggregate usage reporting; granular reporting available with Automated Shift Callout	X	X
48	Auditable history of employee contact preference changes	X	X
49	Reporting of shift details	X	X
50	Track all employee messages	X	X
51	Real-time reporting		X
52	Contact tracking to see requests that have been sent for a particular location	X	X
53	Call logs tracked - auditable reporting for IVR, email, text		X
54	<i>Employees</i> can view full offer and award history for themselves		X
OTHER FEATURES			
55	Interactive emergency broadcast notification system - preset notifications to give instruction (i.e. "can you come to the hospital to assist with a sudden influx of emergency patients") and confirm notification receipt, comprehension		X
56	Inbound interactive voice, SMS and email solution to allow employees to report an absence or lateness; allows employees to indicate why they will be absent or late, automatically updates pay code and notifies the manager		X