



# Automated Shift Callout

*Phone, text and email your staff automatically when a shift is available – no more manual phone calls!*

Too many open shifts to fill and not enough time to fill them? Do you want to add efficiency and ease to filling open shifts?

Automated Shift Callout is for you! The Vocantas Automated Shift Callout module fully integrates with your existing scheduling system.

## Automated Shift Callout Integration

When your schedule has an open shift, it will be sent to Automated Shift Callout to find relief. Using all of the existing scheduling rules in your scheduling system, Automated Shift Callout will call out the shift to the appropriate relief pool using interactive notification via text, email or voice. Staff respond via text, email, or voice to accept or decline a shift, log their preferences and check shift history in the secure Automated Shift Callout Employee portal.

The combined power of Automated Shift Callout with your scheduling solution provides your Scheduling office with the **automated communication tools needed to efficiently and effectively fill open shifts. Ensuring the right team member is in the right place at the right time is made easy using Automated Shift Callout.**



## How it Works

- Automated Shift Callout connects to your scheduling system to get open shifts and lists of employees eligible to work them based on your existing business rules.
- Automated Shift Callout issues automated interactive phone calls, texts and emails to employees based on their preferences
- Employees respond via voice, email, or text or visit the secure personal web portal to bid on the shift
- Interaction is updated immediately in Automated Shift Callout's web portal for Schedulers to see and recommends the shift awardee based

on your seniority and business rules

- Reports are available in real time to show which staff members have responded to the call, text or email
- Details from each call can be viewed online or exported to other platforms
- Automated Shift Callout updates the scheduling system with the awardee of the shift and notifies the awardee of their upcoming shift.

## About Automated Shift Callout

- Includes text, email and voice (complete with speech recognition) for maximum ease of use

# ASAP

**18,000**  
relief shifts  
filled in  
one month  
- an  
increase of  
**200%**

- One happy Vocantas customer

- Real-time interactive responses
- Details of each interaction are saved in your database for report and audit purposes
- Integrates directly with your scheduling software or use the standalone version which requires no scheduling software
- Your staff manage their own preferences in the secure web portal
- Call display will show that your organization is calling
- Automated Shift Callout is highly configurable to meet the needs of any scheduling environment
- The system operates 24/7

## About the Interactive Communication

Through direct telephone interaction, text, or email the staff member is given options to respond to the scheduling call. Staff members are able to:

- Signify their receipt of the message
- Confirm their intention to attend the offered shift
- Indicate they are not interested in the offered shift

## Employee Portal - Multiple Modes of Contact

Auto Shift Callout can call, text or email staff members based on preferences they select in the employee portal. Employees can also select preferred time windows for receiving shift offers on each day of the week, and can opt out of shift offers for the day or select whether they would like to be notified if they were not awarded the shift.

## Scalability and Speed

The system can scale to make calls to any number of employees in any time frame required, simply by adding additional lines (capacity) to the system. This requires no additional upfront cost or script changes, only additional lines. Make thousands of

calls in less than an hour and connect with all of your staff from a secure, off-site hosted environment. When a shift needs to be filled, the Vocantas solution takes all the manual effort out of contacting your network of staff. With 100% accuracy, all staff will be contacted and their responses recorded for your audit trail and reporting purposes.

## Reporting

- Reports are available in real time in the secure web portal
- All call data is documented and aggregated
- In the Call Details Report, status of every call is available as the calls are being made

