



Automated Shift Fill

Automatically contact employees 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 Fill is for you! A module of the Communicate™ platform, Automated Shift Fill, contacts your employees via text, phone, web portal and email to offer open shifts.

Automated Shift Fill Integration

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

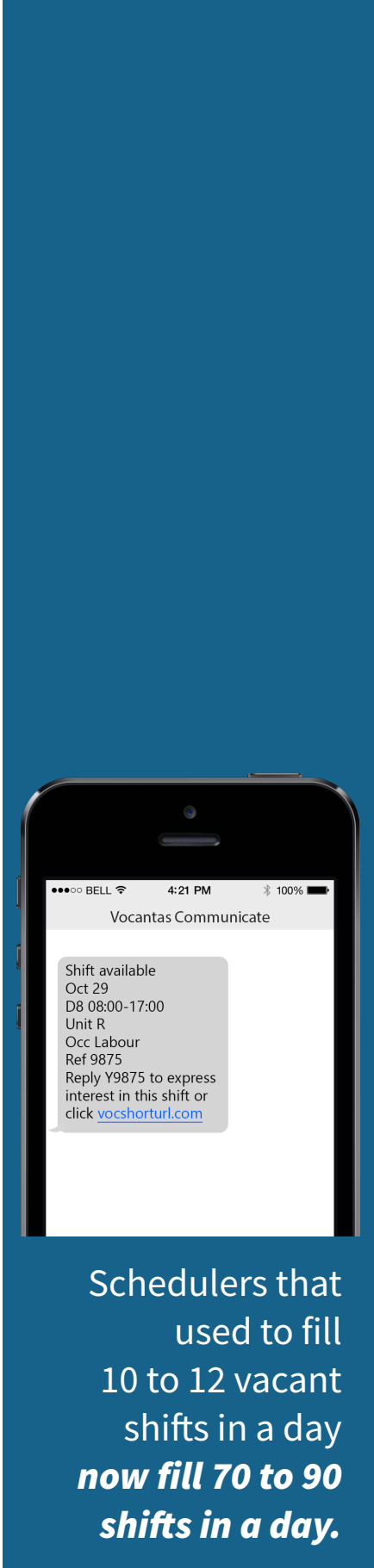
The combined power of Automated Shift Fill with your scheduling solution provides your scheduling office with the automated communication tools needed to efficiently and effectively fill open shifts. Ensuring the right team member is in the right place at the right time is made easy using Automated Shift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

How it Works

- Automated Shift Fill can be used as a standalone module or can connect to your scheduling system to get open shifts and lists of employee eligibility based on your existing business rules
- Automated Shift Fill issues automated interactive texts, phone calls and emails to employees based on their preferences. The Employee Portal is also updated with shift information



- Employees respond via text, voice or email or visit the secure personal web portal to bid on the shift
- Interaction is updated immediately in Automated Shift Fill's web portal for schedulers to see and recommend the shift awardee based on your seniority and business rules
- Reports are available in real time to show which staff members have responded
- Details from each call can be viewed online or exported to other platforms
- Automated Shift Fill updates the scheduling system with the awardee of the shift and notifies the awardee of their upcoming shift



Schedulers that
used to fill
10 to 12 vacant
shifts in a day
**now fill 70 to 90
shifts in a day.**

About Automated Shift Fill

- Includes text, email and voice (complete with speech recognition) for maximum ease of use. Text-only option is also available, which provides two-way communication between schedulers and employees when filling open shifts, using text only
- 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 Fill is highly configurable to meet the needs of any scheduling environment
- The system operates 24/7

Employee Portal - Multiple Modes of Contact

Auto Shift Fill 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 timeframe 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 and connect with all of your staff from a secure, offsite hosted environment. When a shift needs to be filled, the Vocantas solution takes all the manual effort out of contacting your network of staff. 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

Some Recent Enhancements to Automated Shift Fill

Auto Shift Planner

Provides schedulers with the ability to post many vacant shifts to the Employee Portal, be able to notify employees only once and then employees can bid online, which is useful for advance booking (e.g., one to 16 weeks out). Also provides staff a daily list of jobs available.

Award Partial Shifts

The ability for awarding part of a shift automatically to an employee or employees.

Multi-award Offers

The ability to offer multiple instances of identical shifts through a single callout and award each instance to a different person. Identical shift is defined as the same job, location, shift start and end time and employee pool/call list.

Multi-shift Offers

Multiple shifts can be launched together and bid on independently, as an alternative to shift blocks, when continuity of care is not required.

Employee Portal Advanced Preferences

All shifts are displayed in the Employee Portal even if all contact methods are disabled as long as the employee is in the pool. Employee can set up different preferences for notifying of shifts versus awarding and for notifications using Workforce Planner.