

COMMUNICATE

Automated Interaction with Staff and Patients

Vocantas has been providing multimodal communication solutions, using text, phone, web portal and email, across multisector vertical markets, such as healthcare, retail, manufacturing and service and delivery since 2003. Communicate™, whether cloud- or premise-based, has become Vocantas' most flexible system, constantly growing more intelligent and more robust to address new innovation requirements.

The Communicate product line includes:

Automated Shift Fill

Automated interactive notification by text, voice (IVR), web portal and email is sent to your staff allowing schedulers to manage multiple shift callouts simultaneously and to fill shifts efficiently without needing to make time-consuming individual phone calls.

WF Self-Serve

Allows employees to call in or text an absence or lateness and provide details regarding when they will arrive or return to work. In addition, WF Self-Serve provides employees with the ability to punch in/out via interactive phone call, ability to transfer location of jobs and the ability to phone whitelist.

Emergency Notification

Informs staff to stay away from a facility (i.e., due to inclement weather) or recall staff to a facility.

Notifier

Calls patients to remind them of their appointments and of any pre-appointment instructions, reducing no-show rate appointments.

Surveys

Get results in real time with custom IVR calls to your customers, staff, patients, clients or constituents. Create a new survey by working with our staff experts or adapt an existing survey tool designed for mail outs or web.



Vocantas adheres to strict data storage privacy and security protocols to ensure data is handled appropriately and in compliance with privacy regulation standards.

Fully Integrated: Communicate modules are great alone, but even better together. Fully integrated, they communicate with each other as well as they do with people.

Real Support: Vocantas does not use any off-shore or third-party call centers or staff to provide technical support; all support staff is located in Ottawa, Canada. We provide software monitoring of our hosted solutions 24 hours a day, seven days a week and live support 24x7 is only a text, email or phone call away. When you call on us you will speak directly with a professional support team member located at Vocantas' head office in Ottawa. In addition, our hosted data center is hosted in Canada.