

Communicate™ Automated Shift Fill (3.1)

Now Available

Automatically offer and award shifts to employees – no more manual calls with the highest functionality available today.

OTTAWA, ON, OCTOBER 4th, 2019 – Vocantas, the leader in multimodal and multisector communication, announced today that Communicate™ Automated Shift Fill (ASF) 3.1 is now available. ASF, a module of the Communicate™ platform, contacts your employees via SMS, phone, and email to offer open shifts. ASF takes all the manual effort out of contacting employees based on scheduling procedures, reducing grievances while employees respond via their method of choice to accept or decline a shift.

“Automated Shift Fill 3.1 offers new innovative features that the market and our clients will be able to take full advantage of,” said Rob Fryer, VP of Product and Delivery, Vocantas. “Communicate™ ASF is the leading automated shift fill technology on the market for complex shift environments that require multimodal communications.”

Vocantas’ Communicate™ ASF system operates 24/7 and can connect with your scheduling system. It will automate your scheduling process and provide simultaneous shift callouts to employees, increasing their engagement. ASF also provides real-time interactive responses that are recorded for auditing and reporting purposes. The combined power of ASF 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 now easier than ever when you use Communicate™ Automated Shift Fill.

Enhanced features:

Auto-Award: Callouts can be automatically awarded based on the method of offer, such as seniority, or first come first served. It’s fast and easy.

First Come First Served: Shifts can be auto-awarded to the first qualified employee who bids on a shift reducing your time approving shifts.

Other innovative features:

Planner: Schedulers can meet advance booking requirements by posting large quantities of shifts simultaneously to their Employee Portal for employees to bid on, while sending only one notification to employees. Fewer notifications, lower SMS costs and happier employees.

Multi-Shift Offers: Multiple shifts can be launched together and bid on independently, as an alternative to shift blocks.

Award Partial Shifts: Employees can be automatically awarded part of a shift, giving them flexibility to enhance their work life balance.

Multi-Award Offers: Schedulers can offer multiple instances of identical shifts through a single callout and award each instance to a different employee.

About Vocantas Inc.

Vocantas develops hosted- and premise-based multimodal communications solutions, including interactive SMS, voice, mobile app and email, using advanced computer integrated systems (CIS) to provide leading businesses and service providers with more efficient outreach capabilities. Vocantas solutions help organizations with complex scheduling environments and processes, and those in the higher education, utilities, healthcare, manufacturing, and customer service environments improve outreach and engagement while reducing operating costs.

Visit [vocantas.com](https://www.vocantas.com) for a free interactive demo of Vocantas solutions that intelligently respond to your customers.

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