

Vocantas Launches Communicate™ Automated Shift Fill 5.0

Schedulers will save even more time with new intelligent automated functionality

OTTAWA, ON, SEPTEMBER 21, 2020 – Vocantas, an innovator in workforce management multi-modal solutions, announced today that Communicate™ Automated Shift Fill (ASF) 5.0 is now available. ASF, a module of the Communicate™ platform, contacts your employees via mobile app, text, phone (IVR/voice), email and web portal 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 offers.

Automated Shift Fill 5.0 includes new automated functionality; auto-award exception alerts and auto-populate award limits to save schedulers more time and make their job faster and easier. Additional employee data such as skillsets can be added, allowing schedulers to create more specific employee distribution lists for shift callouts. Users can now see when employee data is imported or why the upload did not work. Shift callouts can be effortlessly defined by creating jobs, locations and other shift data criteria. Further, the processing of text messages has also been enhanced by over 300% for lightning-fast callouts, allowing schedulers to contact more people in less time.

“Based on input from our customers, we have developed new insightful features and functionality making ASF 5.0 even more powerful and autonomous, ensuring a fluid experience for both customers using ASF on its own and integrated with their human capital management solution,” said Rob Fryer, VP of Product and Delivery.

New Key Features and Functionality:

- Enhanced employee data import with flexible history and easily viewable status pages
- Lightning-fast text message processing performance
- New auto-populate award limit for multi-opening shifts
- New auto-award exception alerts
- Customizable shift data filtering
- Enhanced automation and configurability

New Standalone Features and Functionality:

- New static and dynamic distribution lists
- Import additional employee data
- Enhancements to the creation and management of shift data
- Customization to the process of creating new shift callouts

About Vocantas Inc.

Vocantas Inc. is a privately held high tech company based in Ottawa, Ontario Canada, with more than 15 years of experience creating easy to deploy automated communication solutions that solve real challenges for patients, workers and employers. Our team of experts collaborate with customers and build communication solutions using interactive voice recognition (IVR/phone), text (SMS), mobile applications, online portals and email that solve real-world problems. Specifically, our solutions are designed to help organizations with complex scheduling environments and processes, such as those in the healthcare, manufacturing, and customer service environments as well as to improve outreach, and create huge efficiencies for our higher education and utilities partners.

Media Queries

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