



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 (ASC) is for you! The Vocantas ASC module, fully integrates with your existing Kronos scheduling system.

ASC Integration

When your schedule has an open shift it will be sent to ASC to find relief. Using all of the existing scheduling rules in your Kronos scheduling system, ASC will callout the shift to the impacted relief pool using interactive notification by text, email or voice. Staff respond by their method of choice to accept or decline a shift, log their preferences and check shift history in the secure ASC portal.

The combined power of ASC with your Kronos 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 ASC and Kronos together.

How it Works

- When your Kronos scheduling system is updated to show an open shift, ASC sees the open shift, and using your existing Kronos business rules, initiates a campaign to the relief pool to fill the shift



- ASC issues automated interactive phone calls, texts and emails based on staff preferences to employees
- Employees respond using their preferred method of contact or visit the secure personal web portal to bid on the shift
- Interaction is updated immediately in ASC's web portal for Schedulers to see and Kronos 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
- Alerts can be sent to shift managers or coordinators to alert them when last minute open shifts have been filled
- Details from each call can be reviewed online or reports exported to other platforms
- ASC updates the Kronos scheduling system with the awardee of the shift and notifies the awardee of their upcoming shift.

ASC

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

- One happy Vocantas customer

About ASC

- Use text, email and voice (complete with speech recognition) for maximum ease of use
- Real time interactive responses
- Each interaction is reported in your database for audit purposes
- Integrates directly with your Kronos scheduling software
- Employee preferences designated by your staff in the secure web portal
- Call display will show that your organization is calling
- The ASC 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 newly scheduled shift

Employee Portal - Multiple Modes of Contact

Auto Shift Callout can call multiple phone numbers in preferred sequence for each staff member. For example, the first call is made to the staff member's work-issued phone, followed by home phone and then personal phone if the primary number is not answered. The system can be programmed to interact with SMS (text) messages or pagers and can send out email notifications to those who do not answer the phone call.

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 notification 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
- The Outbound Capacity Report shows how many calls were made and in what time frame

