

Workforce Dimensions and Vocantas Partnership

Key Features/Benefits

Provide intelligent scheduling modules through multichannel, two-way interactive communication solutions.

- » **Absence Reporting** enables employees to self-report lateness or absence directly into Workforce Dimensions™ via phone or text
- » **Auto Shift Callout** replaces schedulers, making manual phone calls to find shift replacement, with two-way interactive communication via text, email, and automated phone call
- » **Emergency Notification** alerts staff in minutes when emergency situations arise, including inclement weather, facility shut down, and shift start delays

Every aspect of **Workforce Dimensions™** — the underlying architecture, integration, user experience, functionality, data access, delivery, and support — is designed to help you optimize your people. Powered by the industry-first **Kronos D5™ platform**, Workforce Dimensions provides a breakthrough employee experience and an unprecedented level of operational insight into your workforce management practices. Whether your goals are to increase productivity, improve compliance, control labor costs, or achieve better business outcomes, Kronos provides the technology tools you need to manage your workforce of the future today.

As the enterprise leader in workforce management applications, Kronos understands the need for strong integrations between software applications. That's why we've built a robust developer portal with access to our API layer. The Workforce Dimensions Technology Partner program is designed to facilitate this interoperability and drive business results.



Automated communication in and out of Workforce Dimensions eliminates the costs and errors associated with employees making calls to a call center, receptionist, or manager, or leaving a voice message to report that they will be late or absent. Outbound calls by scheduling staff are also eliminated, saving organizations hundreds of thousands of dollars per year in costs associated with repetitive calls to staff to find a shift replacement due to resource shortages or unplanned absences. Staff love the communication flexibility and control they have in receiving shift offers, reporting an absence, and receiving emergency notification instructions.

Using the rich intelligence in Workforce Dimensions with the embedded automated communications of Vocantas, customers can use interactive texts, emails, and automated calls for filling shifts, notifying employees of emergency measures, and allowing employees to report an unplanned absence or that they are running late. Workforce Dimensions is updated in real-time by the interactive exchange, pay-codes are updated, and manager notifications are sent. The ROI is elimination of manual processes, cost and time savings, and the ability to audit all interactions.

All communication is in real-time with interactive two-way responses. Vocantas tracks the date and time of every text, email, and call (auditable for tracking and grievance resolution) and provides a confirmation number to the employee for each transaction. With real-time communication embedded in Workforce Dimensions, all business and scheduling rules are applied to every transaction.

When the communication module is enabled by Vocantas, each employee has access to a secure web portal, accessible from their Workforce Dimensions homepage.

Vocantas has broad experience working across the Kronos suite, including Workforce Central and Workforce Dimensions. To learn more visit www.vocantas.com.