

# Kronos Workforce TeleStaff for Utilities

## Automate Crew Callout, Scheduling, and Emergency Notification

When service goes out, you need to get it back up — and fast. Identifying staff who are available and qualified and can be deployed is critical. Trying to accomplish this without an automated system is a time-consuming, multistep process that delays restoration and can result in lost revenue. That's where the Kronos® Workforce TeleStaff™ solution comes in.

Workforce TeleStaff for Utilities meets the unique demands of utility organizations. This powerful software helps dramatically reduce the time it takes to find, contact, and deploy the correct employees for service restoration. And it simplifies employee notification about emergencies and other crucial communications.

### Automation saves both time and money

Workforce TeleStaff automates crew callout, scheduling, and emergency notification. It accurately and quickly finds the right employees to contact and deploy to restore service outages, and helps support collective bargaining agreements and organizational staffing rules and policies.

Through inbound and outbound communications via multiple methods of communication (telephone, email, mobile device, tablet, computer, or pager), your workforce can receive and respond to scheduling notifications and other work communications. A powerful, rules-based staffing engine and tightly integrated communications capabilities notify and deploy employees significantly faster than manual methods. The end result is faster response to service outages, which safeguards revenue and keeps customers satisfied.



## Key Benefits

- » **CONTROLS LABOR COSTS** by automating crew callout, scheduling, and emergency notification
- » **MINIMIZES COMPLIANCE RISK** by adhering to union contracts and organizational policies
- » **IMPROVES WORKFORCE PRODUCTIVITY** by streamlining and automating manual processes
- » **SAFEGUARDS REVENUE** and keeps customers satisfied by helping you provide faster response to service outages



Workforce TeleStaff also allows you to rapidly and efficiently share emergency information with your employees about disaster efforts, interruptions, outages, weather conditions, accidents, or any other occurrence easily and on the fly. This means faster and more reliable communication with your employees — keeping them in the know at all times.

## Key features of the Workforce TeleStaff solution

Workforce TeleStaff is packed with features that make crew callout, scheduling, and emergency notification easier and faster.

- Sends scheduling communications to employees who are then prompted to respond, which helps ensure the quick deployment of resources
- Supports multiple methods of communications and messaging, including telephone, email, mobile device, tablet, computer, or pager
- Provides a virtually unlimited variety of scheduling and workflow configurations
- Incorporates collective bargaining agreement requirements, staffing rules, and other regulatory policies, helping to ensure compliance
- Allows employees to access their personal calendars, where they can easily request exceptions for manager approval
- Displays a daily roster showing who's working and where for immediate staffing status
- Tracks employee hours, exceptions, overtime, work types, skills, and more for reporting, training, and payroll purposes
- Selects the right employee every time using a patented “smart staffing engine”
- Manages and helps contain overtime expenses
- Maintains an audit trail of all scheduling and communication activities
- Provides manager and employee self-service, which enables immediate access to work tasks
- Delivers on-demand messages to employees and other key personnel
- Offers extensive reporting for greater insight into staffing operations
- Integrates with Kronos scheduling, payroll, time and attendance, and reporting solutions

