# CallAssure™
Absence Reporting

Allow your employees to notify you of their absence or lateness

Vocantas provides multi-channel, 2-way interactive employee communication solutions into your scheduling system. This includes text and phone to allow employees to report lateness or absence.

Costs associated with manual inbound calls to report sickness or lateness are eliminated, with late and sick information going directly into the scheduling system.

This information can be sent automatically to an organization's staff based on the rules in their existing scheduling system. Employees can report an absence by their method of choice in a two-way interactive method.
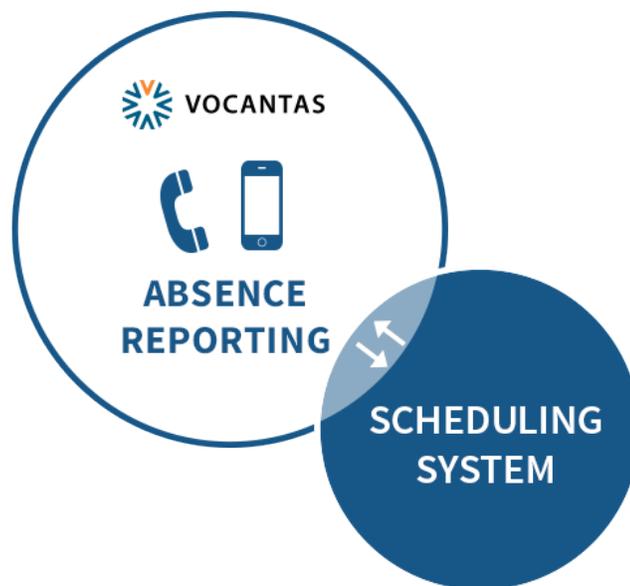
About Absence Reporting

- Hosted, web-based system that allows system administrators to track absenteeism and reported lateness by a variety of metrics

- Offers robust reporting capabilities

- Future-proof system allows employees to call into an interactive voice response (IVR) system, or text their absent or late notifications

- Can be expanded in the future to provide an employee web portal, allowing employees to set contact preferences for outbound notifications

How does it work?

Using automated speech recognition, employees can call in using just their voice, give their employee number and indicate if they will late or absent.

Full Day Call Off:

System enables users who will be absent to enter a reason for absence based on configurable options. For example:

- Illness

- Transportation problems

- Personal business

- Family emergency

- Inclement weather

- Other reasons

Users can enter expected date of return to work.

Late In:

User can report lateness and enter their time of return based on configurable options. For example:

- Less than 30 minutes

- Between 30 minutes and 2 hours late

- Over 2 hours late

Confirmation:

- Provide user a confirmation number for the absence/lateness

- Communicate the confirmation number for the absence back to the user via the medium it was informed (phone or text)

About the Interactive Communication

Through direct telephone interaction or text the staff member is given options to report their absence or lateness. Employees are able to:

- Report their absence based on pre-defined options

- Report their lateness and enter their time of arrival based on pre-defined options

Multiple Modes of Contact

The Absence Reporting system allows for the following:

- Use IVR feature for plant employees to notify their absence

- Notify employee absence via text

- View and download absence reports via web interface

Benefits

- Employees select preferred methods of contact– text or interactive phone call

- All actions are auditable, and trackable in real time

- Managers notified earlier of open shifts

- Opportunity for human error diminished

- Better flexibility for employees encourages work life balance with multiple modes of communication

- Management can track trends, drill down to individual employee's habits (e.g. are they consistently late or absent Monday mornings)

Absence Reporting

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Please indicate which you would like to report.

ABSENCE

LATE

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Powerful Integrated Voice

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