

# CallAssure™



## Emergency Notification

*A module of Vocantas' CallAssure™ communication platform*

In today's environment, we are all very aware that being prepared is the best way to offset the challenges we face when emergencies arise.

Vocantas' Emergency Notification (EN) module will ensure your organization is prepared to react to any emergency 24 hours a day, 7 days a week.

The EN module will integrate with your organization's employee database system to obtain staff calling information, or system administrators can select from a set of pre-uploaded call lists; in emergency situations, the system will call staff in the language of their choice (English, French, Spanish or any of 54 world languages) with emergency measures information. The rules from your employee database system dictate the calling sequence, and administrators can record urgent messages or choose from a set of pre-recorded emergency messages. Standard emergency messages and notifications to stay off the organization's premises are available as pre-set messages. Standard messages can include requests for additional staff to present themselves at the facility to deal with the emergency, or weather notifications advising staff not to come in to work or to come into work at a later time.

Emergency Notification is accessed through an easy to use online secure portal in 3 easy steps:

1. The organization's portal administrator logs into the secure web based portal (on premise

or off) via any internet connection and selects a list of staff from the secure EN portal

2. The organization's portal administrator selects a pre-recorded message, or in the event of a unique emergency, records a new message and uploads to the EN web portal
3. The organization's portal administrator then sets the calls to begin by **launching call campaign**

### Emergency Broadcast Calls are Made!

Interaction is documented and updated immediately in the EN web portal. Details from each call can be reviewed in the portal in real time and email notifications can be sent to staff. Interaction is a vital component of connecting with staff. Interactive communication ensures that staff:

- a. Got the message
- b. Have responded
- c. Will follow emergency protocol as outlined in the notification - whether they are being asked to come in to work to assist in dealing with the emergency or they are being asked not to come in to work or to come to work later.

Interaction is key when calling staff to inform them of emergency situations -Vocantas' EN module will interact for you and provide you with a real time dashboard report of your team's



response to the call back or notice not to come to the site. Priority calls to full time staff can be identified in the system. When integrated with your scheduling system, calling lists can be dynamically built and sent to the EN system in a batch update to reflect up-to-date resources.

### Multiple Modes of Contact

The Emergency Notification module 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 cell phone, followed by home phone and then personal cell 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.

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## 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.

## Configurability

If additional staff are required after the first broadcast, the calling campaign can be extended to call back more staff. Business rules can be updated by the administrator at any time (i.e. number of retries, mode of contact, etc.). Call Campaigns can include a maximum required number, which when reached will suspend the call campaign. Calls can be made to employees, contract workers, security staff and more.

## 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

## Other Ways CallAssure Can Work for You

Emergency Notification is just one of the modules of Vocantas' CallAssure - take advantage of these quick-to-deploy modules to turn your current employee management processes into an end to end employee communication platform.

### Automated Shift Callout (ASC)

Alleviate the manual labour involved in booking and rebooking last minute shift changes in organization where the labour force is shift-based.

- Customized to mimic your current processes, replacing all manual telephone calls and manual updating of the database.
- The multi modal solution sits as an extension of your scheduling system and makes outbound calls, texts and emails to staff based on the seniority and business rules, in your scheduling system.
- Management has access to view the progress of all calls using a web portal with secure user authentication.
- All data can be aggregated and exported for reporting purposes.

### Employee Portal

Allow employees to update their contact information and review imminent shift offers via an online portal. Employees can indicate their preferred phone numbers for phone calls and text messages, as well as provide an email address. Employees can also indicate what times of day and days of the week they would like to be contacted for each method of contact.