
THE CLOCKWISE IVR (INTERACTIVE VOICE RESPONSE) MODULE



*Interested in a time and Attendance solution although deterred by the deployment and operational costs. Softworks Computing now provides **telephony based time attendance capabilities**. This flexible, multi-purpose IVR solution can be applied to all industries allowing your company to take advantage of the fast and comprehensive reporting tools Clockwise offers, making your company productive and competitive.*

The telephone is the most convenient cost effective communications tool available today. The Clockwise IVR Module utilises this simple technology to provide the same powerful Time and Attendance tools available with traditional clocking on systems. Thanks to the open standards, Interaction Centre Platform on which it's built, IVR provides the multi-channel interaction management capabilities your business needs to process and track all employee attendance as well as collating personnel information, all from the same scalable platform server running Windows 2000.

At a Glance, the IVR Module works by:

Employee:

An employee will be required to use a specified site phone, or use a mobile phone for remote users. Caller's location is verified through the Calling Line Identification (CLi) number, which also enables the call to be accepted by our system.

Employee Unique Pin Number

Each employee will have a unique pin number for them to be identified within the personal files of the software.

Quick Clock In/ Out

Once inside the system the employee can select the relevant option from the voice menu for registering their clock in or out times.

Retrieving additional data

Additional keys can be made available to retrieve details, such as holiday taken, available balances etc. This information will be delivered verbally through the systems Text-To-Speech (TTS) facilities, which takes the T&A system report information and translates it into speech.

Employer:

Through intuitive screens the Supervisor can quickly and easily edit, authorise and analyse overtime, holidays, absences etc

SMS Text Alerts

Through the IVR system facilities, managers and supervisors can be notified of such events as staff non-attendance, through a system generated report alert transmitted to the manager in the form of an SMS text message. This could be key to managers who overview a number of small sites and cannot be present on-site to check 'key' staff attendance.

Drivers Mobile Phone checking

Drivers can use either identified site phones or if required, the system can utilise General Packet Radio Service (GPRS), which will identify the location of the phone at the time of the verified phone call to clock on or off was made.

Easy and Reliable Cost-effective Time and Attendance Solution

“All employees on remote sites will be able to clock in and out, using the extensive reporting facility of Clockwise, managers can assess availability of key resources and authorise specified hours with confidence,” says Adrian Thornton-Willis Softworks UK Manager.

Functionality of IVR System:

Text-to-Speech (TTS) The IVR modules administration functions allow the employer to quickly and easily configure information available through the voice command menu.

Knowledge management and voice or online knowledge base access through the e-FAQ application, which issues inquiry responses via TTS, pre-recorded prompt responses or as text over the web

Data Connectivity to ODBC data sources, 3270 and 5250 mainframe data, VT100 emulation, IBM MQ Series middleware, TCP/IP socket communications, SOAP-based Web services, and HTML Web-based events

PBX integration through analog, T1, E1, ISDN PRI, and EuroISDN connectivity

Traditional DTMF (Touch Tone) voice prompting, allowing the IVR module to do it the old fashioned way, too!

Central Administration of lines, line groups and reports in Interaction Administrator

Functionality of Clockwise:

Standardises Organisational Polices and Rules through intuitive screens, Softworks' solutions capture 100% organisation rules / polices and shift / rostering requirements.

Formalises Workflow Authorisation Easy to use summary sign-off screen enables users to access information quickly and centrally.

Controls Absenteeism Clockwise provides management with the necessary information to control absenteeism, either via onscreen exception analysis or via the new outbound IVR SMS text service.

Ensures compliance with the Working Time Directive Clockwise highlights actual or possible future violations of the terms of the directive.

Facilitates Compliance with Health and Safety Requirements Clockwise can be linked to a company's fire alarm system. In an emergency a roll call can be automatically produced listed who exactly is registered on certain premises.

Features

- **Configure System** to support unlimited menu options.
- **Security** through individual pin identification.
- **Adapt** to a new operating system and network requirements
- **Scaleable** from a remote single site to multiple sites, System functionality allows flexibility.
- **Cost effective Time and Attendance System** using a simple established technology

Because you have other things to do...