Solution Sheet

Shiftboard AutoCall

Key Benefits

Phoning workers to fill shift openings is a significant source of stress for many schedulers and frontline managers. Leveraging Twilio's Voice API technology, Shiftboard's automated calls feature reaches out to qualified and available workers on a manager's behalf. With the time saved from no longer managing phone trees, frontline leaders can focus on supporting their team onsite while ensuring shift openings are filled with the best employees accurately, quickly, and fairly.

Capabilities

Auto Call the Right Workers about Shift Openings
With a single click, Shiftboard will automatically call all qualified and available workers in a specific order as required by your scheduling procedures, company policies, and union agreements.

Create Standard or Custom Messaging
System-generated or custom scripts can be created for each call to ensure the recipients get all the mission-critical information required to do the job well.

Configure Callback and Wait Times between Employees
With rich configurations, you can easily control call delays between employees and enable employees to schedule call backs. This ensures everyone has a fair opportunity to respond to open shifts.

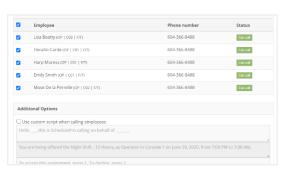### Track Shift Acceptance and Refusal
Workers can accept or refuse shift offers on their phones using pin pads. Upon acceptance, the schedule will be automatically updated to reflect the new assignment. Any shift refusal, reasons, and applicable OT charge penalties will be tracked and updated instantly in employee records.

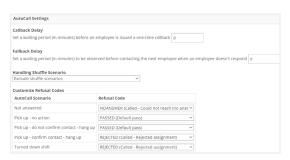### Investigate Call History with Audit
All calls and responses are tracked in the system and can be easily accessed by authorized users for schedule audits and investigations.

Learn More
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Call qualified workers in a specific order with system-generated or custom scripts

Configure callback, fallback delays, and shift refusal reasons

Review call logs and employee responses