

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

1(800)746-7531 | sales@shiftboard.com | www.shiftboard.com

Employee	Phone number	Status
<input checked="" type="checkbox"/> Lisa Beatty (OP C01 F/T)	604-366-8488	<input type="button" value="Cancel"/>
<input checked="" type="checkbox"/> Horatio Carde (OP C01 F/T)	604-366-8488	<input type="button" value="Cancel"/>
<input checked="" type="checkbox"/> Harp Muress (OP C01 F/T)	604-366-8488	<input type="button" value="Cancel"/>
<input checked="" type="checkbox"/> Emily Smith (OP C01 F/T)	604-366-8488	<input type="button" value="Cancel"/>
<input checked="" type="checkbox"/> Mose De la Perrelle (OP C02 F/T)	604-366-8488	<input type="button" value="Cancel"/>

Additional Options

Use custom script when calling employees

Hello _____, this is SchedulePro calling on behalf of _____.

You are being offered the Night Shift - 12 Hours, as Operator in Console 1 on June 20, 2020, from 7:00 PM to 7:00 AM.

To accept this assignment, press 1. To decline, press 2.

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

AutoCall Settings

Callback Delay
Set a waiting period (in minutes) before an employee is issued a one-time callback

Fallback Delay
Set a waiting period (in minutes) to be observed before contacting the next employee when an employee doesn't respond

Handling Shuffle Scenario
Exclude shuffle scenarios

Customize Refusal Codes

AutoCall Scenario	Refusal Code
Not answered	NOANSWER (Called - Could not reach (no answe
Pick up - no action	PASSED (Default pass)
Pick up - do not confirm contact - hang up	PASSED (Default pass)
Pick up - confirm contact - hang up	REJECTED (Called - Rejected assignment)
Turned down shift	REJECTED (Called - Rejected assignment)

Configure callback, fallback delays, and shift refusal reasons

OP C01 N12	All openings scheduled
June 21, 2020 Sean Smith	October 20, 2020 7:16 PM - October 20, 2020 7:17 PM
Lisa Beatty (604-366-8488)	Turned down shift October 20, 2020 7:16 PM - October 20, 2020 7:16 PM
Mose De la Perrelle (604-366-8488)	Accepted shift October 20, 2020 7:16 PM - October 20, 2020 7:17 PM
Harp Muress (604-366-8488)	Call was canceled
Emily Smith (604-366-8488)	Call was canceled

Review call logs and employee responses