

# Easy-Call Staff

- Auto-search & confirm staff substitutions in seconds !
- Reach stand-ins wherever they are, any time of day or evening they permit, by whatever means is handiest !
- Minimize overtime pay-out, yet strictly adhere to labor law & agreements !
- Allocate extra work to full-time, part-time or casual staff with unassailable fairness !
- Ensure substitutes have precisely the skills & qualifications needed, via the powerful WEB skills-engine !
- Automate vacation scheduling, or auto-administer shift swaps, preserving skill-set quality, labor standards & agreements all the while !

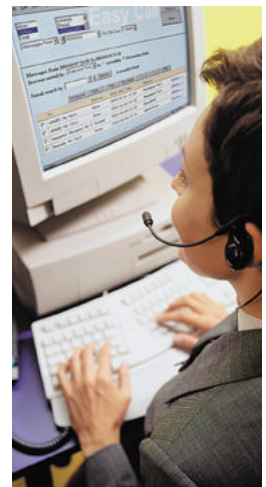


**Communication intelligence that:**


*recovers 80% of time lost in phone-tag*

**&**

*keeps a time-stamped audit-trail of every communication — in full-vox detail!*



**Mandexin**

EASY-CALL Staff features ...	... EASY-CALL Staff benefits !
Automated multi-call processing center	<ul style="list-style-type: none"> <li>✓ auto-initiate callouts for extra-duty opportunities immediately &amp; accurately, and automatically log the acceptance or rejection by candidates as they are contacted !</li> </ul>
Device & service independent Auto-Dial & Locate™	<ul style="list-style-type: none"> <li>✓ ensure no critical out-call is ever dropped, or individual missed, through tenacious communications outreach across multiple devices or services !</li> <li>✓ offset the risk of device &amp; service failure, and meet requirements for due diligence !</li> <li>✓ Minimize communication start-up costs by accommodating device and services already in place. Able to embrace new technology coming on-stream !</li> </ul>
WEB managed automated intelligence	<ul style="list-style-type: none"> <li>✓ detail the skills, certifications, and preferences of F/T, P/T, &amp; casual staff easily !</li> <li>✓ specify the skill-sets, dates &amp; times needed for any kind of task (work order) !</li> <li>✓ create staff-selection protocols to filter task requirements vs. available resources !</li> <li>✓ automatically notify the next best candidates, after a time tolerance is exceeded !</li> <li>✓ auto-notify supervisors of any “no fill” situation, wherever they are !</li> </ul>
WEB scheduler	<ul style="list-style-type: none"> <li>✓ log who's assigned, when, and for which shifts or tasks !</li> <li>✓ let the schedule direct supervisors as to the requirements for substitutes !</li> <li>✓ auto-log staff substitutions on the schedule, for subsequent reporting (e.g. payroll) !</li> </ul>
Multi-lingual voice interaction	<ul style="list-style-type: none"> <li>✓ interact with listeners by touch-tone phone interaction in languages other than English e.g. <i>French, Italian, Cantonese, Mandarin, Vietnamese, Punjabi, etc.</i> !</li> </ul>
Time-stamped transaction details	<ul style="list-style-type: none"> <li>✓ preserve the record of system call-out and staff interaction <i>indefinitely!</i></li> <li>✓ extract activity summaries and metrics by client, professional, or department !</li> </ul>
PIN identified & protected voice interaction	<ul style="list-style-type: none"> <li>✓ ensure that only the intended recipient of voice info hears it !</li> <li>✓ identify respondents and their responses <u>absolutely</u> for the permanent record !</li> </ul>
Open, industrial-strength database  	<ul style="list-style-type: none"> <li>✓ get robust, high-volume performance you can count on, reinforced by an architecture that ensures mission-critical resilience !</li> <li>✓ interface to 3rd Party tools:               <ul style="list-style-type: none"> <li>• ODBC reporting tools</li> <li>• payroll applications</li> </ul> </li> </ul> <div style="text-align: right; margin-top: 20px;"> <p><b>Mandexin Systems Corporation</b>            1000 Finch Ave. West, Suite 300            Toronto, ON M3J 2V5</p> <p>Phone: 416-494-7181            Fax: 416-494-1511            WEB: <a href="http://www.mandexin.com">www.mandexin.com</a></p> </div>