

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