



**StaffRelay**  
*miss people, not opportunity*

# HUMAN RESOURCES

StaffRelay automates your Human Resource communication to free up your staff's time! StaffRelay's customizable solutions increase the efficiency of your human resource processes while relieving staff to perform other duties.



- ▶ Get Notification when Staff are Absent
- ▶ Find Replacement Staff for Absences without Picking up a Phone!
- ▶ Automate Staff Vacation and Sick Accrual
- ▶ Regulate Shift Schedules
- ▶ Dramatically decrease deployment time for Personnel Replacements
- ▶ Increase Accountability for Staff Time and Attendance with Detailed Reporting

## How Can StaffRelay Save Time?

StaffRelay is a web and telephone interlaced Human Resources (HR) solution which automates the process of reporting employee absences and finding Personnel Replacements. By searching a database of available workers and automatically calling them to request that they fill in the current opening, StaffRelay ensures the empty position is filled without having to pick up a phone! StaffRelay also includes an Employee Absence Notification voice and web system that will deliver an absence or tardy report to your desktop, or other device. StaffRelay's Employee Absence Notification component provides full reporting and export procedures allowing the absence information to be shared with other software products.

## Immediate Benefits Realized With StaffRelay

- ▶ Save time searching for replacement staff
- ▶ Free staff time to work on other tasks
- ▶ Full reporting for statistical purposes
- ▶ Completely customizable
- ▶ Improve the communication between employees and your Human Resource department
- ▶ Provide detailed instructions by recording custom messages and notes

## StaffRelay Solutions

- ▶ Employee Absence Notification
- ▶ Personnel Replacement
- ▶ Employee On Site Access
- ▶ Contract Dialer
- ▶ Worker Safety
- ▶ Dictation
- ▶ Secure Conference
- ▶ Call Recording

StaffRelay's suite of Human Resource solutions will help automate the interaction between companies, employees, contract workers and information systems.

## Employee Absence Notification

This application includes a voice and web interface which provides employees a means to indicate that they are going to be absent or late for their scheduled shift. Employee Absence Notification then gathers information from the employee about their absence or tardiness, and reports the related data to a centralized environment. If the report is an "absence", the employee may optionally leave a voice recording in order to provide useful or helpful information for their manager and replacement.

### Management

Once the employee has entered his or her reason for the absence and optional voice message, a web interface on the manager's computer will indicate the absence event. The manager can then make arrangements to have the shift covered by another worker. Alternatively, the Personnel Replacement component can be utilized to automate this entire process. See the Personnel Replacement section for additional information.

### Data Updates

StaffRelay's Employee Absence Notification system can provide automated data updates to existing HR databases with information about absence reports. This process saves time by reducing the number of manual entries required and ensures the data is always up to date and error free.

### Suitability

This application can be used within a variety of industries, and is ideal for use within manufacturing, medical, and staffing industries.

### Hosting

Where non-identifying employee information can be provided, or a secure connection can be established, our hosting option is available. Data can be regularly updated, as well as requested on demand using XML communicated with HTTP or HTTPS posts and responses between the centralized host and your environment., optionally, secure FTP can communicate daily data feeds for employee and schedule information.



### Get Started Today!

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## Personnel Replacement

This application automates the process of replacing a worker with another who possesses the same or similar skills. When staff use the Employee Absence Notification system to register an absence, Personnel Replacement automatically determines a list of suitable replacements. The system will then automatically contact the most appropriate replacement employee or contractor from the list and provide information about the shift and location. The worker may then accept the shift, or indicate why they cannot accept it.

Administrators and supervisors using Personnel Replacement are able to verify and change absence information, as well as review voice messages which have been left regarding the absences. Additionally, full reporting and export procedures are available, allowing the absence information to be shared with other software products.

### Interface

The Personnel Replacement interface is an automated voice system that enables regular staff to log their absences using the telephone. The back-end process will then identify and call the best-suited Personnel Replacement as defined by the business rules.

The Personnel Replacement application can be fully integrated to existing Human Resources systems, saving the need for data replication. Upon receiving a telephone call from a staff member indicating an absence, Personnel Replacement will automatically:

- ▶ Update the absence database to reflect the employee's absence
- ▶ Call the most suitable replacement or contract worker
- ▶ Record the replacement information in the absence database
- ▶ Generate time sheet information for use in payroll procedures (optional)
- ▶ Update on-leave accruals if the absence is due to illness, professional development or other types of leaves that are tracked in an accrual plan.

### Determination Process

Personnel Replacement automatically determines candidates according to several indicators including skill, preference (company and department levels), labor or union rules, shift schedules, history and location. The system will assign a desirability level for each candidate by weighting the preferences in order of importance to derive a list of the most suitable candidates. In cases where there is a favored candidate, and a message is left for the them, time will be afforded so that the favored candidate may respond and accept the shift or short term contract. As the shift nears, additional candidates will be called until the contract is accepted.



## Benefits

Realize significant time and money savings by utilizing StaffRelay's Personnel Replacement:

- ▶ Employee and Personnel Replacement data is or can be drawn directly from the Human Resources database, without additional data entry
- ▶ No time is spent by administration staff calling replacement staff who are not available
- ▶ Casual staff can indicate their schedule availability
- ▶ No time is spent manually entering time sheets for Personnel Replacements
- ▶ No time is spent updating leave accruals for absent employees
- ▶ Improve turn around time for replacement staff

In addition, Personnel Replacement allows:

- ▶ Voice mail messaging from absent employee to impart helpful information to the Personnel Replacement
- ▶ Voice mail messaging from absent employee to their supervisor
- ▶ E-mail and web notification of absence details to administrators or managers
- ▶ Replacement preferences to be identified by employee, location, or at an organization level
- ▶ Rotation appointments
- ▶ Proactive absence management
- ▶ Union and collective bargaining rules
- ▶ Recall system for seasonal workers or volunteers
- ▶ Emergency mass call-ins or information for health care
- ▶ Streamlined communications

## Walk Through

A typical Personnel Replacement transaction occurs as follows:

- ▶ An employee unable to attend work calls into StaffRelay's automated Employee Absence Notification system and enters their employee number and information pertaining to their absence.
- ▶ The employee provides details and an optional voice recording about the absence which is then provided on management screens and to the database in general.
- ▶ StaffRelay searches through the lists of potential replacement employees or contractors, and determines the best fit prioritized by schedule, skills, location, history, as well as management or company preference, if specified.
- ▶ A set of replacement workers is returned, and scored by suitability. Personnel Replacement then automatically calls the list of prospective Personnel Replacements
- ▶ The person accepting the offer is provided with information about the shift, as well as any necessary messages about the position for that day's tasks.
- ▶ Reports and updates are made available.



## Contract Dialer

In cases where seasonal work or production sets require a large group of workers, StaffRelay provides an application to mass call a list of potential workers until the required number is met. This application is a highly simplified version of the Personnel Replacement application.

## Worker Safety

Worker Safety is a real time solution which enables workers, generally working alone, to use their telephone to create safety sessions and interact with an alert monitoring system. Worker Safety is designed for employees to enter specific information when they are working at a location that could be dangerous to their personal well being. Information recorded may include their location (such as a street address) what they are wearing, what duties they are performing, instructions to follow should their session go into alert, a person to contact, and the start time and duration of the session. The information is entered using touch tones as well as with a recorded voice messages.

This information is then stored in a central database that is used to monitor the sessions status. A process constantly reviews the session information, and watches for sessions that have expired without being properly closed by the worker. Under normal circumstances a worker would call in to either close or extend the session. However, if at the end of the session the worker has not called in, the session goes into alert mode. When in alert mode, the voice system repeatedly calls the worker, and updates the system indicating to safety personnel that a session has gone into alert. Should the worker respond to the callouts, the alert is then flagged as resolved.

Should the worker not respond, calls are then made repeatedly to one or more safety personnel who can determine the best course of action to ensure the worker's well being. Using the information originally entered by the worker, Worker Safety will notify all parties of the specified location and instructions that are to be followed.

### Benefits

With the abundance of automated communication devices available today, a telephone call remains highly dependable, and best way to contact someone. Cell phones are used to communicate with workers in the field on demand and where cell phones do not work, radio phones can be supplemented.

A telephone call ensures the best chance of resolving safety concerns, and with StaffRelay you will save time by automating this process. Although the Worker Safety voice interface can be customized to meet any requirement, we suggest it be kept very straightforward to ensure the majority of the population will quickly adopt this convenient and effective safety environment.

With Worker Safety you can readily monitor a very large number of workers allowing them to dial in and enter information that could ultimately save their lives.

## Features

In situations where a threat is imminent to a worker or another person a panic key sequence can be entered. The panic key sequence will then alert safely personal that police should immediately be sent to the location recorded by the worker. In this case, calls can be connected to emergency service.

## Uses

Worker Safety can be used in all situations where safety may potentially be compromised. This can involve lone worker situations where someone is working away from others. Examples include security personnel, home nurses who need to access people's homes and transportation workers who may be tending to railway tracks where dangerous animals may reside.

## **Employee On Site Access**

A common issue in larger companies is on-site access control and measuring. The concerns range from worker safety in times or emergency to ensuring shifts are fully completed. StaffRelay provides a system which relates employee shift schedule data together with absence data and building access data. The resulting web report provides a visual review of late and early on site accesses relative to the scheduled shift.



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