

Automated Absentee Service

Remove the Pain & Cost of Dealing with Employee Call Offs

Employees call off, and the more employees, the greater the number of calls off. At some point the burden becomes too much and the need for an outsourced solution becomes quite attractive for HR managers.

Answer United's Automated Absentee Service will save your company time, money and reduce disputes that often lead to costly litigation. We use technology to streamline the process and document every detail.

How it works:

1 Employee Calls Into Phone Number (Phone Number Cards Available)

2 Answer United Technology Answers Line & Provides Questions that Employee Answers

3 Questions Asked: Employee ID, Absent/Late, Absence Reason (Return Date, Location & Shift Optional)

4 Verification Code is Given to Employee & Manager is notified. (Email/Text is Sent)

Ask About Additional Features:

24/7 AVAILABILITY

ROBUST REPORTING

NO CALL LIMITS

SUPPORTS 24+ LANGUAGES

TEXT BROADCAST OPTION

VOICE BROADCAST OPTION



Answer United's Automated Absentee Service Costs Pennies Per Employee Per Day!

"We have used this service for over five years at our plant, and it has been a tremendous benefit. I highly recommend your service."

— Scarlet Braddy, HR Coordinator, Bogalusa Box Plant 501

Automated Absentee Service | Script & File Sample

Default script verbiage:

Thank you for calling the [company name] absentee hotline.

Please enter your employee ID using the keypad, if you do not know your employee ID, press 0. [Pressing zero will prompt for the caller to speak their name. The name is recorded but does not do a lookup. The absence is marked as needing follow up. Two-factor authentication is available.]

Your absence has been recorded. Goodbye.



Optional script verbiage:

What is your shift? Please press one for First; two for Second, or three for Third.“
Are you reporting a late arrival or absence? Press one for late or two for absence.
What time are you expected to arrive at work? [Used if Absence Type is "late"]
What is the reason for your absence? ... Press one for Bereavement; two for Child Care; three for FMLA; four for Sick; five for Transportation, or six for other."
What day will you return to work?
Your verification number is verification_code.

File Sample You Send to Us

Below are standard fields that are typically included with an Automated Absentee Service account. Live Absentee Services can accommodate additional customized fields.

Employee Information

employee_id
location and/or department
first_name
last_name
email
email_notifications
mobile_phone
sms_notifications
active

Manager / Supervisor Information

mng_r_sup_first_name
mng_r_sup_last_name
mng_r_sup_mobile_phone
mng_r_sup_sms_notifications
employee_id_direct_reports
mng_r_sup_email
mng_r_sup_email_notifications

*can notify multiple managers

Automated Absentee Service | Packages

Employee Call Offs Made Easy

- Easy way for employees to call-off, they call a toll-free number, answer some basic questions, then their absence is documented with a case number
- Managers and Supervisors are immediately notified
- Call off data at your fingertips, simple clickable reports, streamlining HR work



Automated Absentee Service	Basic	Pro	Enterprise
Unlimited Simultaneous Call Paths	✓	✓	✓
High-Capacity Toll Free Number	✓	✓	✓
High-Capacity Front End Notification	✓	✓	✓
AU Insight Reporting, 5 Users	✓	✓	✓
Email Notifications, 5 Users	✓	✓	✓
Data Retention	3 years	3 years	3 years
Exportable Reporting	✓	✓	✓
Absences Included	100	500	1000
Overage Rate Per Absence	\$1.50	\$1.25	\$0.85
Per Cycle Fee (28 days)	\$150	\$500	\$700

- SMS notification is available for all plans at \$0.04/per text, End carrier SMS charges may apply
- English and Spanish service included with all plans, additional languages available, can be quoted
- Custom scripting outside of a standard account and plans over 5 users can be quoted
- One time programming fee \$400. Ongoing support is billed at \$0.99 per minute. Large changes to be quoted.
- Fields captured automatically include: Time at the start of the call, Caller ID, Employee Name (retrieved from database based on employee ID), Department (based on employee ID), Manager (based on employee ID and information in database)
- Fields provided or given to caller include: Employee ID, Shift (1st, 2nd 3rd), Type of Absence (Late or Absent), Reason (Sick, Personal, FMLA, Bereavement, other), Return Date (if absent), Arrival Time (if late), Verification Code (generated and given to caller)