

Vocantas Announces Communicate Product Line

New name reflects success of product and expansion into multisector verticals

OTTAWA, ON, FEBRUARY 26, 2019 – Vocantas, the leader in multimodal communication, announced today that it is rebranding the CallAssure™ product line to reflect expanded features and functions. The [Communicate™](#) name more clearly demonstrates what Vocantas stands for across multisector vertical markets.

“The CallAssure line, originally developed in 2003, has experienced tremendous success as Vocantas’ most flexible system. Over the years it has grown more flexible, constantly growing more intelligent and robust to address new innovation requirements,” said Gary T Hannah, CEO, Vocantas. “The new name has been chosen to better reflect Vocantas’ strategic focus on solving complex problems and facilitating communication for diverse groups in all verticals, such as healthcare, retail, manufacturing and service and delivery.”

The Communicate product line includes:

- [Automated Shift Fill](#) (formerly Automated Shift Callout)
- [WF Self-Serve](#) (formerly Absence Reporting)
- [Emergency Notification](#)
- [Notifier](#) (formerly Appointment Reminders)

Responding to customers’ feedback, new functions are being added to the Communicate suite of products, strengthening Vocantas’ hold in the marketplace. The Communicate name reflects the multiple modes of communication to reach employees and provides two-way interaction by text, phone, web portal and email.

In addition to the name change, Vocantas recently announced that it joined the [Kronos Workforce Dimensions™ Technology Partner Network](#). With the Vocantas-embedded communications suite, employees can easily notify their manager of an unplanned absence or lateness by text or interactive voice directly from Workforce Dimensions. Organizations can send interactive texts, phone calls and emails to employees to fill open shifts more quickly.

About Vocantas Inc.

Vocantas develops hosted- and premise-based multimodal communications solutions, including interactive voice, text and email, using advanced computer telephony and speech recognition technology to provide businesses and service providers with more efficient outreach capabilities. Vocantas solutions help organizations with complex scheduling environments and processes, and those in the higher education, utilities, healthcare, manufacturing, and customer service environments improve outreach and engagement while reducing operating costs.

Visit vocantas.com for a free interactive demo of Vocantas solutions that intelligently respond to your customers.

Media Queries

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