

Vocantas Launches Absence Reporting 2.4

Absence Reporting allows employees to call or text an absence or lateness

OTTAWA, ON, DECEMBER 18, 2018 – Vocantas, the leader in multimodal communication, announced today the launch of [Absence Reporting 2.4](#), allowing two-way interactive communication for employees to call or text a centralized number to process that they will be absent or late.

“Costs associated with manual inbound calls to report sickness or lateness are eliminated with updated information going directly into the scheduling system. Managers are notified immediately of open shifts,” said [Gary Hannah](#), CEO, Vocantas. “All actions are auditable and trackable in real time. With Absence Reporting, management can track trends, drill down to individual employee’s habits.”

When an employee calls in or texts an absence or lateness, they indicate a reason for their absence or late arrival and, if they have indicated that they will be late, employees are able to indicate their expected time of arrival. If Absence Reporting is synched with a scheduling system then the available shift is opened and backfilled.

Date and time is recorded along with the notification of absence or late arrival. Employers can track absenteeism and reported lateness by a variety of metrics. Absence Reporting also offers robust reporting capabilities.

The benefits of Absence Reporting include:

- Reduced manual data collection and input when employees call to report absences and lateness
- No more checking voicemail when staff are late or absent
- Accepts absent and late information in real time
- Fully integrates with existing staff scheduling system

Absence Reporting is part of the [CallAssure™](#) product line, which includes [Automated Shift Callout](#), [Automated Shift Fill](#), [Automated Staff Alert](#) and the upcoming Advance Booking. The deployment of the CallAssure product line in various industries allows organizations with complex scheduling environments and processes to improve their inbound and outbound capabilities. CallAssure installations prove the success of Vocantas’ complex and robust deployments.

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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