

## Vocantas' Multimodal Platform was Selected to Satisfy Alberta Health Services Requirements for a Large Scale Solution to Automate Staff Scheduling Communications

*Vocantas' CallAssure™ Module - Automated Shift Callout - will broadcast shift offers via phone call, text, and email to employees.*

OTTAWA, ON and Edmonton, AB - September 12, 2017 - Vocantas has been selected through a competitive Request for Proposal process to provide [Alberta Health Services](#) (AHS) and [Covenant Health](#), under contract to AHS, with an automated callout solution. Vocantas' [Automated Shift Callout](#), a module of Vocantas' communication platform for healthcare, [CallAssure](#), was chosen to meet a clear need for automated communications and to integrate with the AHS and Covenant Health scheduling software in order to improve efficiencies at AHS. Vocantas was selected based on the team's ability to satisfy all the requirements for a large scale solution to automate communications as well as our reputation for on-time, on-budget delivery.

We are proud to partner with the province of Alberta to serve the Alberta Health Services and Covenant Health employees, offering open shifts to employees via automated phone call, text, and email. The Employee Portal, where employees can not only check shift offers but select contact preferences and bid on open shift opportunities, allows staff to manage their shift offers and communication preferences wherever they are through the secure portal.

"We are pleased to be working with Alberta Health Services on this transformative solution that we know will bring greater efficiency and satisfaction to AHS staff," said Gary T. Hannah, CEO, Vocantas. "I had the pleasure of meeting some of the AHS team members at the Vocantas User Conference in May, and we appreciated the enthusiasm and feedback we received from them about their journey with us."

The AHS project team has stated that Vocantas has been very helpful preparing for this process and anticipates real ROI benefits. The official launch of Automated Shift Callout is planned for a rollout in 2018 across all AHS and Covenant Health staffing offices.

Alberta Health Services is Canada's first and largest province wide, fully-integrated health system, with 100000+ employees responsible for delivering health services to the over four million people living in Alberta. Covenant Health is Canada's largest Catholic Health Care organization with over 14,000 employees providing acute care, continuing care and independent living services at 26 sites in 15 communities across Alberta.

## **About Vocantas Inc.**

Vocantas develops hosted and premise-based multi-modal 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 in the higher education, utilities, healthcare and customer service environments improve outreach and engagement while reducing operating costs. Visit [vocantas.com](http://vocantas.com) for a free interactive demo of Vocantas solutions that intelligently respond to your customers.

## **Media Queries**

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