



For staff that cannot register their arrival and departure from work using conventional Timeclocks, the Telephone is an ideal substitute. Telephones are freely available, easy to use and staff of all pay grades are comfortable using them.

The Telephony component of Crown's Open Options system enables authorised employees to 'Clock In and Out' with a simple, short telephone call to a designated number. An Interactive Voice Response (IVR) then guides them through the process.

How it works

Employees that are authorised to use the Telephony Service would dial a prescribed telephone number. An IVR process would then answer the call and verify that the caller's number is valid. The caller would then be asked to enter their PIN Number, which the system would use to construct a 'Clocking Record', comprising the PIN and the Date & Time taken from the system. Following confirmation, the call is then terminated and the 'Clocking Record' sent to the Open Options database.

IVR Messages

The IVR dialogue and the associated messages can be tailored to each installation using either pre-recorded voice messages or computer generated speech. For example, the caller can be prompted to indicate whether the registration is an 'In' or an 'Out', the Open Options software can automatically discriminate between the two. The dialogue can prompt for additional callers on completion of each registration task.

Other Data Capture functions

The IVR dialogue can be configured to capture other details such as the recording of a location or a Work Booking Number. It can also be configured to provide information to the caller, such as ID verification and other enquiries.

Technical

The Telephony system requires;

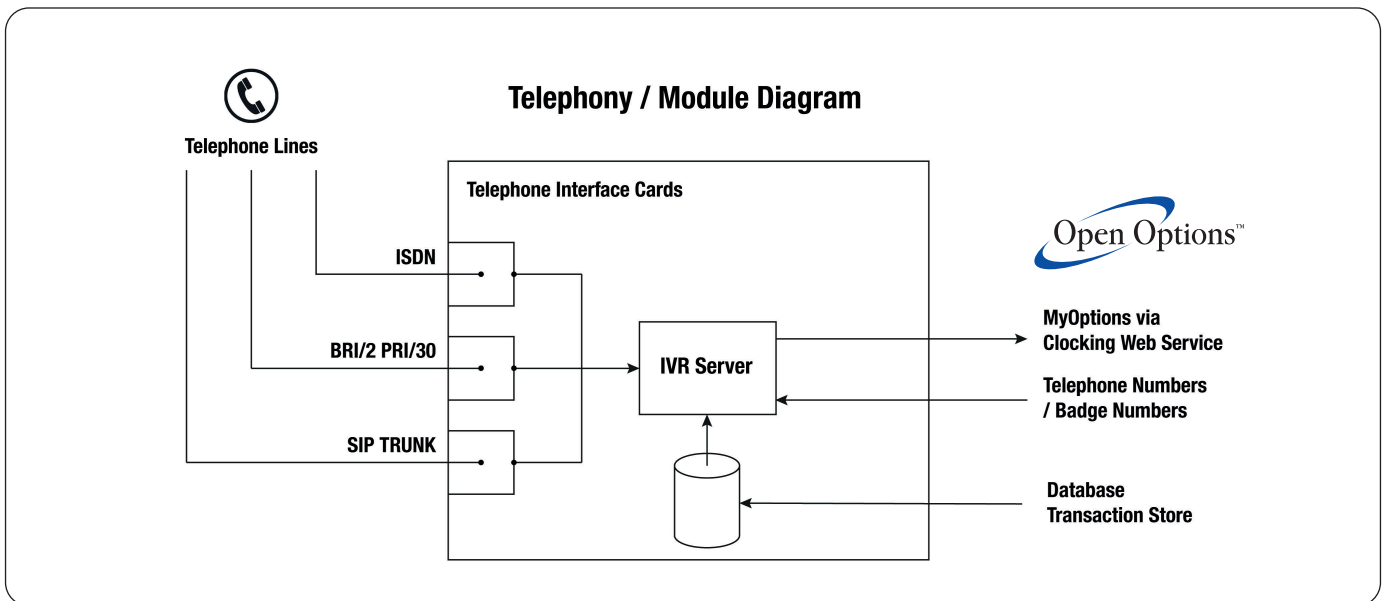
- A small dedicated Windows Server, with connection to the Intranet or Internet
- A suitable Telephony Card - capable of supporting an appropriate number of concurrent calls
- Typically a Primary Rate ISDN Telephone line, enabled with the appropriate number of channels
- Crown's Open Options Telephony Software, which requires Open Options Version 10 or later

The number of concurrent calls (and the corresponding number of channels) would depend upon the peak call rate requirement.

Clocking Records would be sent to the Open Options system using the Intranet for user-hosted systems or the Internet if an externally-hosted system is deployed.

Using a Telephony Service

Crown provides a secure, hosted Telephony Service for those that simply want to use the solution without the cost of setting up their own in-house solution. Using this Software as a Service (SaaS) model, clients can simply subscribe to the service and use it on demand. This is provided on a 'Cost per Transaction' basis.



Workforce Management Systems

Crown Computing Limited

Amber Close, Tamworth Business Park,
Amington, Tamworth, Staffordshire B77 4RP
Tel: 01827 309800 Fax: 01827 309810

Email: info@crowncomputing.co.uk
Website: www.crowncomputing.co.uk