

Using the ODTVision VRU For In-House Communications In Human Resources

A number of years ago when we won the Search 400 prestigious award of “[Product of the Year](#)” in the category of “[Business To Business](#)”, one of the editors commented that they looked at our newsletters. This individual stated, “It really wasn’t a contest when we look at everything your solution does.” Now when most firms first approach Vision Voice Vantage to talk about a possible project, they all have the same thing in common... **There is a need for communication to some user and they are looking for a solution for some problem.** Generally this is some form of user’s self-service application and it is mostly for external individuals. Yet, this may not be the case and perhaps the required solution will be incorporated to deal with employees within the organization. Let’s ratchet this down to when the need for communications is for one department dealing with its own employees. [This month’s newsletter will look at five different clients that had needs in their Human Resources Departments to communicate with employees.](#) The five applications that will be covered are totally varied in nature. The first is a large school district that is using their VRU to take calls from employees as a time clock for the posting of hours. The second application is a large public university that created an

Inside this issue:

Employee Verification	2
Retirement Reporting	3
Change of Security Codes	3
Employee Absence Reporting and Position Fulfillment	3
Other HR Functions	4

application for employee verification, the third is a retirement fund amount info, the fourth type of HR function is permitting the change of access codes for security and finally we will examine a large national next day air carrier that designed a system for employee absenteeism reporting where the IVR application also found a replacement worker.

Time Clock Posting

There is a large metropolitan school district that implemented our VRU solution to serve as a time clock for hourly

Who is Served

Generally this is some form of user self-service application and it is mostly for external individuals.

Let’s ratchet this down to when the need for communications is for one department dealing with employees.



Employees. The IVR application is connected directly to data tables located on an IBM I/ iSeries/AS400 system through ODBC. This allows any standard phone within the district to serve as a terminal to that employee's profile and allowed the district to do away with the traditional time-clocks.

The caller's standard routine is straight forward. They call the unit, after a short greeting are asked for the employee ID number and then the security pin number. The posting time will be the actual clock time of the call. Next the system looks at the type of employee for the school district. Further questions will be asked based on the profile. Some employees have to clock out and in for lunch. If the employee is already clocked in for their shift, the call will be registered as a clock out. If the employee is clocked out such as they are on a lunch break, the new posting is for a clock back in.

As stated before, the employee profile may trigger additional questions. If an employee has multiple job assignments, they may be asked a question as to what job function this shift needs to be applied to. For example, a bus driver may be calling in the morning run of his normal bus route, later that day he may be taking a class on a class field trip, and then later he may be taking a baseball team to a game. The driver's call will be assigned the proper amount of time to the correct account. That account is then debited for the amount of time expended on that particular job function. A new feature that has

been discussed is the verification of the CallerID to see that the employee is calling in from a phone in the proper area and another where randomly an additional security question may be asked to ensure that the employee himself is indeed calling in.

An unforeseen benefit arose in this application when they went live. Since the clocking in and out was now centralized, the HR department now knows at any time who is on their assignment and who is missing in action. Critical employees not at their job function could be contacted to see why they haven't clocked in and if the situation calls for it, substitute personnel can be dispatched.

Employee Verification

A major east coast public university who approached us a number of years ago had three issues in their HR department for employee verification. First they had a low level clerk that took all the calls for employee verification only 8-5 M-F. There was a need to provide this service 24/7 to address after hour requests such as from a car loan officer during weekends or evenings. The second issue was that the HR department didn't like that such low level clerks knew what every employee within the university made, and finally the clerks were told not to gossip but there was a trend for private sensitive information to leak out. Not only did putting in our solution eliminate these issues but also freed up the three clerks to provide the HR department with additional staff time to address issues actually requiring human intervention. The University was pleased that this was all done for less than \$20K.

Since we are dealing with employee's personnel data, this information is very sensitive. The employee is in total control of

Un-foreseen Benefit

Since the clocking in and out is now centralized, the HR department now knows at any time who is on their assignment and who is missing in action.

Vision Voice Vantage, Inc. is a certified ISV for IBM. Visit our web site on IBM.com at <http://www-304.ibm.com/jet09002c/gsdod/solutiondetails.do?solutionId=25001&l>

who, where and when this data can be accessed. Lets say the employee is at a car dealership on the weekend and needs to start the loan application process. The employee calls into the unit, takes menu option 1 to go to the employee's menu. The employee is now prompted for their social security number and security pin code. At that point the employee can take sub-menu option number 1 to request an authorization code, take sub-menu option 2 to cancel an existing request, or select 3 to change their security pin number. The IVR application will then supply the employee with an authorization code that will live for the next 24 hours unless the employee has canceled the authority.

The employee can then turn to the loan officer and request they call the VRU and take main menu option 2, third party access. This caller will be prompted for the employee's SSN and then the proper access code. If that authorization is still valid, the caller will be requested as to whether they would want this information delivered in the form of a fax or if they would just like the IVR application to speak the information.

Retirement Reporting

Retirements accounts come in all different forms and many are tied to the stock market which is in continuous flux. A self-service IVR application can be set up to provide the employee the status of their 401K, profit sharing, or any form of retirement funding. The employee can call the VRU and after obtaining access to their account through proper sign-on routines, hear or have faxed to them current account amounts and status. This allows the employee to access their account information on a 24/7 basis.

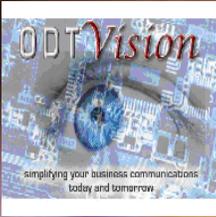
Change of Security Codes

If you get locked out of your company's LAN connection after hours, how can you get back on line if the IT or HR department is closed? The ODTVision VRU can be used as a self-service attendant to reset and assign a temporary security code to be used by the caller to establish their LAN connection on a 24/7 basis once that caller has properly answered assigned security questions.

Employee Absence Reporting and Position Fulfillment

A national next day air service carrier came to us a number of years ago to design an Employee Absence Reporting and Position Fulfillment System. At issue was the fact that when an employee called in to HR to report they would be absent or late, HR would know it but the department where the worker had a shift wouldn't. This client had taken over a decommissioned air force base and had multiple buildings over several hundred acres. An employee missing a shift was especially critical around the holidays when the number of packages being processed went up dramatically.

The beginning of the employee's call in routine worked much the same as the previous school time clock system where the employee needed to sign in and go through a security profile login. Once again, the IVR application is using the current time of the VRU internal clock. The employee was asked whether they were reporting that they would be late or missing the shift. By locating the employee's HR record, the IVR application knew if the employee had exceeded allowed tardiness or number of absences and if so, the employee was notified and then the employee's profile was modified to



PAGE 4

Vision Voice Vantage, Inc.
200 East Campusview Blvd.
Suite 200
Columbus, Ohio 43235

Phone: 614-985-3814
Email sales@ODTVision.com



THINKING OUTSIDE THE BOX Get Your Own Demo Today

Go to www.ODTVision.com to get your own demonstration of the ODT VISION Voice Response Unit which will run on any Windows based PC of Windows 98 or later with sound card and speakers. This is a simplistic order entry and shipment status system which is running off a Microsoft Access database. The demo is in the test mode and you will be using the "Test Phone" feature of the ODT VISION VRU to simulate a phone call to the data. Manuals and case studies are also available on the web site.

Improving Customer Service Affordability

Get free project analysis regarding your telephony application or submit technical questions at:
TechSupport@ODTVision.com
Or Call: 614-985-3814



IBM Solution Connection..
Integrates solution information with IBM eServer, software and TotalStorage technology



IBM Server Proven
Solutions with experience



<http://www-304.ibm.com/jct09002c/gsdod/>

<http://search400.techtarget.com/productsOfTheYearWin->

show the formal reprimand which is dated and time stamped. While we are in the employee's HR profile, we see the type of employee classification and where their next shift is scheduled. By crossing referencing the location for this shift's assignment, the VRU emailed the department that employee "X" will miss their shift or is going to be tardy so the manager of that department now knows what HR knows.

Now the IVR application needs to find a replacement for employee "X" if they are going to miss their shift. The IVR application goes to employees of that type that are available for work and starts a call-out process to find a replacement worker. The IVR followed logical rules for finding a replacement worker such as seniority, number of hours and when last worked, etc. that must be honored. As the IVR application works it way through the listing of each possible replacement, logging is performed as to when each worker was called.

If the IVR leaves a voice message for a replacement worker's shift, it must allow a certain amount of time for a return call before the VRU moves to the next call to find a replacement worker. The rules of worker fulfillment must be honored and all calls and status must be logged. A possible worker has so many minutes to respond to a voice mail message for the request to work before the IVR application will log that request was not

responded to and the next worker is called. When a worker is located and that individual responds to security questions, the position for this shift is considered filled and the manager of that department is contacted via email stating that employee "Y" is coming in to fulfill employee "X"'s assignment. If employee "Y" responds that they are going to fulfill the shift and fails to do so, that would be logged as an unexcused absence. Once again, all elements of this assignment routine are logged.

Other HR Functions

This is just a sampling of HR Functions that could be done in a self-service IVR type of applications. We see many clients use our solution for Open Enrollment. Another popular use is when any after-hours emergency situation arises where an employee needs to be called, the IVR application handles that. Employee scheduling requests, vacation scheduling, getting current shift assignments, remote payroll entry and a whole host of employee functions can now be done 24/7. Please feel free to contact us as to what your HR communication needs are. It is most likely that we have see this done before or can easily explain how to use our IVR to provide a solution for you no matter what the need is. ■