

## Outbound Calls Setup and Functionality Guide

05 October 2021



## **COMMERCIAL STATEMENT**

This document is subject to any terms as per teamsoftware.com/legal.

## **HELPDESK & SUPPORT**

For help and support, please contact TEAM Software Technical Support:

- Opening hours: 8am -5pm Monday Friday (excluding weekends and public holidays)
- Contact telephone number: 0370 626 0400 (then press option 1)
- Email: support@innovise.com

## **TABLE OF CONTENTS**

WHAT ARE OUTBOUND CALLS?	5
DO REVERSE CHECK CALLS, CHASE CALLS AND ESCALATION CALLS ALL HAVE TO BE CONFIGURED	
TOGETHER?	6
WHAT NEEDS TO BE CONFIGURED IN TIMEGATE TO USE OUTBOUND CALLS?	7
WHERE DO I DEFINE SITE TELEPHONE NUMBERS (CLID NUMBER)?	8
WHERE DO I DEFINE AN EMPLOYEE'S MOBILE TELEPHONE NUMBER?	9
HOW DO I DEFINE AN ADHOC ESCALATION GROUP?	10
WHAT IS A REVERSE CHECK CALL?	11
WHAT IS THE PROCESS FOR SETTING UP A REVERSE CHECK CALL?	12
HOW DO I SET UP A REVERSE CHECK CALL IN AN OUTBOUND CALL SETTINGS PROFILE?	13
WHAT IS A CHASE CALL?	15
WHAT IS THE PROCESS FOR SETTING UP A CHASE CALL?	17
HOW DO I SET UP CHASE CALLS IN AN OUTBOUND CALL SETTING PROFILE?	18
WHAT IS AN ESCALATION CALL?	20
HOW DO I SET UP MY ESCALATION CALLS IN AN OUTBOUND CALL SETTING PROFILE?	21
HOW DO I ASSIGN AN OUTBOUND CALL SETTING PROFILE TO A SITE?	23
DO I NEED TO SET THE SMS ALERT WINDOW IN THE OUTBOUND CALL PROFILES?	24
WHAT OUTBOUND CALL INTERACTIONS CAN BE SEEN IN THE T&A MONITOR?	25
WHAT OUTBOUND CALL INTERACTIONS CAN BE SEEN IN THE CALL MONITOR?	26

### WHAT ARE OUTBOUND CALLS?

Outbound Calls comprise Chase Calls, Reverse Check Calls and Escalation Calls within Timegate. All three Outbound Call types are configured in an Outbound Call Profile which is then assigned to one or more sites.

## DO REVERSE CHECK CALLS, CHASE CALLS AND ESCALATION CALLS ALL HAVE TO BE CONFIGURED TOGETHER?

Although the functions are configured using the same screen (the **Outbound Call Setting Profile** screen), it is not necessary to have all three Outbound Call types configured together. You can choose which of the three to configure based on your business need. You may configure one, two or all of them for applying to a site. The different combinations are as follows:

- Reverse Check Call (but they have to use part of the Chase Calls settings when set up)
- Escalation Call
- Chase Call
- Chase Call and Reverse Check Call
- Chase Call with Escalation Call
- Chase Call with Escalation Call and Reverse Check Call
- Reverse Check Call with Escalation Call

Only one Outbound Call Profile can be assigned to a site at any one time. The profile can, however, be used across multiple sites at the same time. A different adhoc escalation group can be selected for each site when needed for **Escalation Calls**.

# WHAT NEEDS TO BE CONFIGURED IN TIMEGATE TO USE OUTBOUND CALLS?

Depending on the type of outbound call that you wish to set up, the following items will require setting up:

- Site Telephone Number(s) for Chase Calls and Reverse Check Calls
- Employee Mobile Number optionally for Chase Calls
- Adhoc Escalation Group for Escalation Calls

Behind the scenes, TEAM will ensure that the following are in place for the chase and reverse check calls to be made:

- Outgoing TimeLink needs to be licensed
- Changes to the SIP Trunk element of Clock-in.com need to be made
- Clockin-in.com needs to be configured as follows:
  - Select Outgoing Calls
  - Ensure Outgoing Telephone number is TAD number
  - Ensure Outgoing Channels is set to no more than 5

### WHERE DO I DEFINE SITE TELEPHONE NUMBERS (CLID NUMBER)?

You can define a Site telephone number at Set Up | Site | Caller ID:



- Select + Add Number
- Enter your first Telephone Number in the space provided for the first chase number
- Select 1st Chase
- To add a further (optional) second number, Select + Add Number
- Enter your second Telephone Number in the space provided for the second chase number
- Select 2nd Chase
- Select Save

## WHERE DO I DEFINE AN EMPLOYEE'S MOBILE TELEPHONE NUMBER?

An employee's mobile telephone number is defined in **Set Up | Employee**. Locate the **Employee's Contact Details**:

Email Address	
Linali Address	
Telephone	S
Telephone	S
Telephone	S
Mobile Telephone	S
Communication Method	Ŧ

Within that section of the page, add a Mobile Telephone. Select Save once complete.

## HOW DO I DEFINE AN ADHOC ESCALATION GROUP?

Full details of creating escalation groups can be found in How do I set up an escalation group? along with What are the different types of escalation group?

## WHAT IS A REVERSE CHECK CALL?

When configured, Reverse check calls (also refereed to as safety calls), automatically call the employee at a random point in time when they have booked on to their duty. By implementing Reverse Check Calls, the employer is not only able to check that the employee is where they are meant to be, they are also able to check on the well-being of the individual (for example, in a lone worker scenario). Reverse Check Calls can be configured to take place on week days, weekends and public bank holidays. When configured, they must have a **Chase Window Check Call (mins)** value assigned to them.

# WHAT IS THE PROCESS FOR SETTING UP A REVERSE CHECK CALL?

The following process shows the three mandatory and two optional steps that need to be followed to enable the **Reverse Check Call** functionality (and an optional **Escalation Call**):



# HOW DO I SET UP A REVERSE CHECK CALL IN AN OUTBOUND CALL SETTINGS PROFILE?

You can set up a **Reverse Check Calls** as part of an **Outbound Call Setting Profile**. This is done at **Admin** | **General** | **Outbound Call Settings Profiles**:

	€ Back ■ Save
€ Back + Add	Outbound Call Settings Profile
Outbound Call Settings Profiles Code	Inactive? Code* Description Chase Limit 2
	Reverse Check Call On: Week Day Weekend Day Public Holiday
	Chase Windows:

- 1. Select +Add
- 2. Enter a **Code** for the profile
- 3. Enter a Description outlining the profile

You are now presented with a series of options in the **Reverse Check Call On:** part of the screen:

- 4. Select **Week Day** so that people will get reverse check calls when they have booked onto a duty that has started on a week day
- 5. Select **Weekend Day** so that people will get reverse check calls when they have booked onto a duty that has started on a weekend day
- 6. Select **Public Holiday** so that people will get reverse check calls when they have booked onto a duty that has started on a public bank holiday

Now, look at the Chase Windows: part of the screen

- 7. Enter a value for the **Check Call (mins)** e.g. 5 or 10 mins. The Check Call minutes indicate the size of the time window during which the **Check Call** chases will occur i.e. if 10 minutes is entered, the call will happen within a 10 minute window of the reverse check call being missed, not necessarily 10 minutes after the call being missed.
- 8. Select Save



**TIP:** Remember, you can use **Reverse Check Calls** in conjunction with **Chase Calls** and/or **Escalation Calls**. Details about how to configure both types of Call can be found in "How do I set up Chase Calls in an Outbound Call Setting Profile?" on page 18 and "How do I set up my Escalation Calls in an Outbound Call Setting Profile?" on page 21

## WHAT IS A CHASE CALL?

A **Chase Call** is a call that is made when an employee has not made a call into your organisation (via **Clock-in.com**) as expected. This could be a call to book on at the start of duty, a call to book off at the end of the duty, or a scheduled check call during their duty. A **Chase Call** takes place a defined number of minutes after the post on/off/check-call window.

Each of the three **Chase Call** types can have a different length of time assigned to them before a Chase Call is made. **Chase Calls** only take place when expected calls by the employee to the organisation are not made. The number of chase calls is limited to between 1 and 5. By default, it is set to 2. When a Chase Call is made, depending upon configuration, **Clock-in.com** calls either the **Site telephone number** or the **Employee's mobile phone number**, asking for a correct PIN/SIN each followed by # to confirm their presence . If unsuccessful, the caller will be given a further two attempts to enter in the correct information, before the call is hung up.

When a Chase Call is made, depending upon configuration, Clock-in.com calls either the:

- Site, expecting the employee to pick up the call and enter their SIN and PIN, each followed by a #. If successful, they are then booked onto their duty (or booked off, or their check call processed). Up to two site telephone numbers can be defined.
- **Employee's mobile phone number,** expecting the employee to pick up the call and enter their SIN and PIN, each followed by a #. If successful, they are then booked onto their duty (or booked off, or their check call processed)

When the Chase Call is set up to call a multi-man site (i.e. call employee mobile tick box is unticked), then when a chase call is made, regardless of which employee takes and responds to the call, calls that are outstanding for all other employees will be taken too. Chase Calls to sites always work this way.

Alternatively, when the chase call is set up to call the employee (i.e. call employee mobile tick box is ticked) then only the duty for the employee who picks up the call will be booked on. If any other employees have also forgotten to book on, then they will receive their own call and will be booked on when they enter their own correct SIN and PIN.

When employees are being chased, when they pick up the call they will be prompted with either of the following depending upon the type of call that they have missed:

- "You have missed your on call"
- "You have missed your check call"
- "You have missed your off call"

In response, they must enter the contract number (SIN) followed by the # key. They will then be asked to enter the employee number (PIN) followed by the # key.

If the SIN and PIN numbers have been entered correctly, they will hear the relevent message for their call type from the three below:

- "You have been successfully booked on"
- "Your check call has been successfully registered" this will apply to both check calls and reverse check calls
- "You have been successfully booked off"

Finally, the employee will be thanked and told to hang up.

If an incorrect SIN or PIN number is entered, then the message they hear will be "That number was not valid". The employee will need to enter the SIN and PIN again. The employee will be given three attempts to get it right before the call is ended.



**Please Note:** If an employee doesn't have a mobile phone number declared in the system, the Chase Call will be made to the Site telephone number



**PLEASE NOTE 2:** If a \* is pressed when taking the call, rather than a #, then a covert duress alert is triggered in Timegate

## WHAT IS THE PROCESS FOR SETTING UP A CHASE CALL?

The following process outlines the optional and mandatory steps for setting up a **Chase Call** with optional **Escalation Call**:



# HOW DO I SET UP CHASE CALLS IN AN OUTBOUND CALL SETTING PROFILE?

To set up a **Chase Calls** as part of an **Outbound Call Setting Profile**, firstly go to **Admin | General | Outbound Call Settings Profiles**:

	🛞 Back 🛄 Save 🔴 🥥 9
€ Back + Add	Outbound Call Settings Profile
Outbound Call Settings Profiles Code	Code* Description Chase Limit 2 4 4
And (a. So, good) control of a projection (a control of a	Reverse Check Call On: Week Day Weekend Day Public Holiday
	Chase Windows: On Call (mins) 0 5 Check Call (n 6 0 Off Call (mins) 0 7 Call Employe 8 0 7

- 1. Select +Add
- 2. Enter a **Code** for the profile
- 3. Enter a **Description** outlining the profile
- 4. Enter the number of chase calls in the Chase Limit (this can be from 1 to 5)
- 5. Enter the Chase Window **On Call (mins)** this is the duration in minutes within which the Chase Call for missed On Calls will occur. This is not the time after which the Chase Call for an On Call will occur, but the window of time within which the given call will occur.
- 6. Enter the Chase Window **Check Call (mins)** this is the duration in minutes within which the Chase Call for missed Check Calls will occur. This is not the time after which the Chase Call for a Check Call will occur, but the window of time within which the given call will occur.
- 7. Enter the Chase Window **Off Call (mins)** this is the duration in minutes within which the Chase Call for missed Off Calls will occur. This is not the time after which the Chase Callfor an Off Call will occur, but the window of time within which the given call will occur.
- 8. Select whether to Call Employee Mobilerather than the Site Call ID number(s)
- 9. On completion, select Save

**Please Note:** The values listed in 5 through 7 indicate a window of time. They are not simply a number of minutes after an On, Check or Off Post Call times, that the Chase Call will be made. The **Post Call** times are set up at a **Site** level under the **Settings** tab. The defined window extends the PostTime for the call. Take this example, which has an escalation call within an associated window of time. If the Post Time is set to 10 minutes, the Chase Time time to 5 minutes and the Escalation time to 15 minutes then the chase calls will take place inside the 5 minute window starting at the end of the Post Time. The Escalation calls will then start in the 15 minute window starting at the end of the Chase window.



The Site Call ID number(s) are set up at a **Site level** under the **Caller ID t**ab. If you wish to add an Escalation Call to your Chase Call, see the sections below.

If On Call (mins), Check Call (mins) and Off Call (mins) are set to 0, this means that the Chase Call feature is disabled.

Remember you can use **Chase Calls** in conjunction with **Reverse Calls** (see "How do I set up a Reverse Check Call in an Outbound Call Settings Profile?" on page 13) and/or **Escalation Calls** (see "How do I define an adhoc Escalation Group?" on page 10)

## WHAT IS AN ESCALATION CALL?

An Escalation Call is a call that will happen either independently of the other chase calls, following the failure of a reverse check call, or once a chase call has failed (i.e. the employee did not pick up the phone on the site or they did not answer their mobile. The escalation call looks to an adhoc escalation group which consists of up to 5 supervisors who are each called in turn until one of them acknowledges the call. For escalation calls, the recipients of the call will receive one of four prompts:

- "An on call has been missed"
- "A check call has been missed"
- "An off call has been missed"
- "A safety call has been missed"

The recipient of the escalation call will then hear the SIN and PIN numbers played back to them.

- A further prompt will then be played; "Please contact control. Press 1 to acknowledge"
- If the recipient of the escalation pressed 1, they will hear a further prompt; "You have acknowledged the call"
- If the recipient of the escalation presses any other key, they will hear the following; "You have chosen not to acknowledge the call"
- Regardless of the key that they press, they will be thanked, and the call will end.

# HOW DO I SET UP MY ESCALATION CALLS IN AN OUTBOUND CALL SETTING PROFILE?

You can set up a **Escalation Calls** to work independently, with **Chase Calls** or with **Reverse Check Calls**, as part of an **Outbound Call Setting Profile**. This is done at **Admin | General | Outbound Call Settings Profiles**. Open the **Outbound Call Setting Profile** that you wish to configure the **Escalation Calls** settings for. Locate the **Escalation Window** part of the screen as shown. Please remember that escalation windows are windows of time, not specific times after which an escalation call is made. e.g. if **Escalation Windows On Call (mins)** is configured to 15, that means within a 15 minute window of the On Call not being made, an escalation call will be made.



- 1. Select **On Call**. Then, enter the minutes between 0 and 59 at which the missed on call is escalated. Please note that by having the value set to 0, this means no escalation window of time is set, and in turn no escalation call will be made for missed On Calls
- 2. Select **Check Call**. Then, enter the minutes between 0 and 59 at which a missed check call is escalated. Please note that by having the value set to 0, this means no escalation window of time is set, and in turn no escalation call will be made for missed Check Calls
- 3. Select **Off Call**. Then, enter the minutes between 0 and 59 at which a missed off call is escalated. Please note that by having the value set to 0, this means no escalation window of time is set, and in turn no escalation call will be made for missed Off Calls
- 4. Select **Response Required?** if you wish for the call to be continued to be chased once a supervisor has acknowledged the overdue call
- 5. Select **Take Call on Response** if you wish for the overdue call to be taken once it's acknowledged by a supervisor. If this option isn't selected, then when the manager acknowledges the call, the call isn't taken, but it is no longer escalated, and the call goes dark blue in **Call Monitor**
- 6. Select Save



**Please Note:** To set up a **Escalation Calls** to work independently of any other settings (i.e those for **Reverse Check Calls** or those for **Chase Calls**), please ensure that **Reverse Check Calls** are not selected. Also, ensure that the values for all of the **Chase Window** attributes are set to 0

**PLEASE NOTE 2:** If escalation groups are being used in conjunction with Chase Calls and Reverse Check Calls, The window minutes (for Esclation/Chase On/Off/Check Call) indicate the size of the time window during which chases will occur. Not the time after which they will occur. This window extends the PostTime for the call. So, if the Post Time is set to 10 minutes, the Chase Time time to 5 minutes and the Escalation time to 15 minutes then the chase calls will take place inside the 5 minute window starting at the end of the Post Time. The Escalation calls will then start in the 15 minute window starting at the end of the Chase window.

# HOW DO I ASSIGN AN OUTBOUND CALL SETTING PROFILE TO A SITE?

When you have configured your **Chase Calls** and/or **Reverse Check Calls** within your **Outbound Call Settings Profile**, you will need to assign them to a site. You do this from within the **Site's Call Settings** tab as shown below:

Image: Construction of the second section of the second second section of the second section of the second section	Image: Construct Construct Construct Times Cualifications Calif Settings	$\bigcirc$	Pick	Autgoing Call Profile	-
Name Description	Name Description	(1)	Partial Search	SEARCH	( 2
utbound Call Settings tbound Call Settings clean from RS Locentinp 3	utbound Call Settings tbound Call Settings calution Group RS Locention 3 CLEAR C	Y	Name	Description	T
ound Call Settings	S Location 3 CLEAR 4 CLEAR	tbound Call Settings	interaction points in		- 9
Losesting 3 Sense ting 3 Sense ting 3 Sense ting 3 Sense ting Sense t	Sense Location 3 Sense Location 3 Sense View Branch & View Customer General Notas May Zones Contract Times Qualifications Calter ID Call Settings Check	und Call Settings	CLEAR	- 040 M 4000 M	्
3 SEnz Next > SEnz Next > Senz Next >	3 SEnzy Next > Senaral Notas May Zones Contract Times Qualifications Caller ID Call Settings Check	on Group	100000000000000000000000000000000000000	100.000.000	۹
3 Senting 3 Setter View   In View Branch   ▲ View Customer	Genetion 3 Star Next - General Notas May Zones Contract Times Qualifications Caller ID Call Settings Check		100		Q
Stray Next >	Server Next >	assting			Q
Elizz Nest ≻	Stray Next >		(and and	10000	۹
E See View Branch & View Customer	E Ste View Branch & View Customer General Notes Map Zones Contract Times Qualifications Caller ID Call Settings Check			KRiny Next >	
Inter Career (191	General Notas Map Zones Contract Times Qualifications Caller ID Call Settings Check		sh 🔌 Site View 🕌 View Branch   🛓 View Custome	<u>x.Buy</u> Next >	(
1			1		
1			States .	- Post	-

- 1. Select [...]
- 2. From Pick Outgoing Call Profile, select the Outbound Call Profile
- 3. Now optionally, select your Escalation Group
- 4. Select Save

# DO I NEED TO SET THE SMS ALERT WINDOW IN THE OUTBOUND CALL PROFILES?

When you are setting up your **Outbound Call Profile**, you will see a field called **SMS Alert Window**. This field has nothing to do with chasing or escalating. It has simply been left on this screen following some design changes to Timegate's interface in the past. You do not heed to do anything to this value when configuring your **Outbound Call Profiles**.

# WHAT OUTBOUND CALL INTERACTIONS CAN BE SEEN IN THE T&A MONITOR?

All interactions with either the employee or the supervisor will be shown in the T&A screen. However, if a call is not picked up (and the call doesn't go through to voicemail), then nothing will show in the T&A Monitor, but the call count will still be increased, so the call will not continue to be chased or escalated past the "Call Limit" set on the **Outbound Call Settings**.

## WHAT OUTBOUND CALL INTERACTIONS CAN BE SEEN IN THE CALL MONITOR?

Below shows the process of calls in Call Monitor.

The **Post Time** is a combination of profile and call settings post windows.

Reverse Check Calls will not be visible in the Call Monitor for a single duty until the employee has Booked On.

However, for multiple duties on the same site Timegate randomly selects a duty to allocate the reverse check call to.

#### **Operational time**

Call turns yellow when the Operational Time Window is reached

Tim	egat	e P	lan <del>v</del>	Monit	or 🕶	Manage	<ul> <li>Analyse •</li> </ul>	Set Up 🕶	Admin •	New @	•		9.0		Christopher Bloom (	•	e
=	Actual Calls	s 🏬 Taken Ca	alls 📕 Op	en Calls	incide	ent Log C R	lafresh 💾 Takey Ciri	take Call 🗞 Cor	tact Details 🕲	Duty Add 📀	Duty Edit 🕞 D	uty Delete 🛕 Cre	ate incident 🔑 i	ncident Wizard	č.		
View	All Venn clude Ope	n Posta			TimeZ Auto-1	one Refresh	Branch +	Open Inc Search	dents 0		٩	Total Rows Overdue	2	Mute Beep			
(Sh	owing i	Actual cal	lls, valid	as of	06/12	/2018 10	:44:23)										Ľ
Sel	Call Type	First Name	Sumame	SN 7	IN I	Pre Time	Operational Time	Post Time	Sibe Name	Site Group	Branch Name	Hour Type Code	Pay Level Code	Actual Time			
	ON	5en	Tainer	0002 00	0001 06.0	Dec 2018 10:25	Of Dec 2018 1040	06 Dec 2018 11:05	Innovise Test Site	Tairing Room	нq	ADD					
	R_CHECK	Ovis	Tainer	0002 00	0004 06 0	Dec 2018 12:24	06 Dec 2018 12:34	Of Dec 2018 12:29	Innovise Test Site	Taining Room	HQ	A00					
								1									

#### Call chased

Call turns Pink when the Call is being Chased

lim	egat	ie r	Nan 🔻	Mo	nitor 🔻	Manage	<ul> <li>Analyse •</li> </ul>	Set Up 🔹	Admin ¥	New (	•		0.0		Christopher Bloom (O
=	Actual Call	is 🔝 Taken C	alls 📰 O	pen Ca	- 10	nadent Log 📿 i	lehysih 💾 Take Un	rtake Call 🗞 Con	tact Details 🕲	Duty Add 📀	Duty Edit 🕲 D	outy Delete 🛆 Cre	ate incident 🎉 i	ncident Wizard	5
View	Al Views				Т	meZone	Branch +	Open Inci	dents 0			Total Rows	2		
10 g	iclude Ope	en Posts			A	uto-Refresh	8	Search			٩,	Overdue	φ.	Mute Beep	
Sel	Call Type	First Name	Sumame	SN	PIN	Pre Time	Operational Time	Post Time	Site Name	Site Group	Branch Name	Hour Type Code	Pay Level Code	Actual Time	
-	ON	Ban	Taber	0002	000001	Of Der 2018 11:00	OF Dec 2018 11/15	06 Der 2018 1140	Innovine Self Cite	Taxing Boom	HO	400	ray cerei coue	PROTOCOL CONTRACTOR	
10	R CHECK	Ovis	Tainer	0000	000004	01 Der 2018 12:04	06 Dev 2018 12/24	01 Der 2018 12/28	Invasion Sect Cite	Taxing Base	HO	400			
								1							

#### **Call escalated**

Call turns Light Blue when the call is being escalated

imegat	e P	lan 🕶	Moni	tor 🕶	Manage	Analyse •	Set Up 🕶	Admin •	New @			0.0		Ovistopher Bloom (0
Actual Cal	s 🔝 Taken C	alis 📰 Op	en Calls	III no	dent Log C A	efresh 🛅 Take/Un	take Call 🗞 Con	tact Details 🕲	Duey Add 📀	Duty Edit 🚳 D	uty Delete 🛕 Cre	atë incident 🔑 i	noident Wizard	1
Vev At Vevn				Time	Zone	Band. +	Open Inc	idents 0			Total Rows	2		
Exclude Ope	in Posts			Auto	-Refresh	8	Search			٩,	Overdue	0	Mute Beep	
Sel Call Type	First Name	Sumame	SN .	PIN	Pre Time	Operational Time	Post Time	Ste Name	Site Group	Branch Name	Hour Type Code	Pay Level Code	Actual Time	8
ON	Ben	Taner	0002 0	00001 06	Dec 2018 11:00	06 Dec 2018 11/15	06 Dec 2018 11/40	involve test site	Sanud soon	MQ	ADD			
R.OHECK	Ovis	Tainer	0002 0	00004 06	Dec 2018 12:24	06 Dec 2018 12:24	06 Dec 2018 12:29	innovice Test Site	Training Room	HQ	A00			
							1							

#### Call acknowledged

When the supervisor acknowledges the call, the call isn't taken, but it is no longer escalated. The call then turns dark blue in Call Monitor. If calls are not acknowledged, then calls will be escalated to the Overdue Call Alerts escalation group that was assigned to the site

Time	gate	e P	lan 🔻	Moni	itor 🕶	Manage	• Analyse •	Set Up 🕶	Admin •	New @			0.0		Ovistopher Bloom (	.0	6
1 AC	tual Calls	Taken Ca	uis 📰 Op	en Calls	-	cident Log 📿 I	lefresh 💾 Take/Ur	take Call 🗞 Con	tact Details 🕲	Duty Add 📀	Duty Edit 🚳 D	uty Delete 🛕 Cre	até incident 🔑 i	ncident Witsin	6		
Vev. J	4 Views				Te	neZone	Branch. +	Open Inci	dents 0			Total Rows	2				
10 fact	lude Oper	Posts			Au	to-Refresh	8	Search			٩,	Overdue	0	Mute Beep	8		
Sel C	all Type	First Name.	Sumame	SN	PIN	Pre Time	Operational Time	Post Time	Ste Name	Site Group	Branch Name	Hour Type Code	Pay Level Code	Actual Time			
	ON	fee	Tainer	0002 0	100001	06 Dec 2018 11:00	04 Dec 2018 1115	06 Dec 2018 11-60	innovice Test City	Saining Room	HÖ	A00	cal cross com	Contract of the second			
	CHECK	Ovis	Tainer	0002 0	100004	06 Dec 2018 12:04	06 Dec 2018 12:04	06 Dec 2018 12:29	innovice Text Site	Taining Room	HO	400					
								1									

#### **Reverse Call in Call Monitor**

#### Reverse Check Call visible in Call Monitor

Timegate	Plan 🔻	Monitor +	Manage 🕶	Analyse	Set Up 🔻	Admin 🔻	New			् 🕫		Ow
Actual Calls 🏢 Tak	en Calls 🧮 C	Open Calls 🧱 In	cident Log 📿 Re	efresh 💾 Take/G	untake Call 🗞 Co	ontact Details 🔞 🛛	Duty Add 📀 Duty	Edit 🚯 Duty D	elete 🌾 incident	Wizard		
View All Views	*	Ter	neZone (	Branch +	Open Ir	oidents 0		1	lotal Rows	1		
Exclude Open Posts		Aut	to-Refresh 8		Search			٩ (	Overdue	0 Mut	e Beep	2
(Showing Actua	l calls, val	id as of 07/	01/2019 11:	33:18)								
Sel Call Type First N	ame Sumam	e SIN PIN	Pre Time Op	erational Time	Post Time	Site Name	Site Group	Branch Name	Hour Type Cod	e Pay Level Code	Actual	Time
R ONECC ON	t Tainer	0457 0001 07	Jan 2019 11:30 0	7 Jan 2019 11:50	07 Jan 2019 11:35	Innovise Test Custome	r Innovise test proup	1-Head Office	22			

#### **Reverse Call Escalated**

Reverse Check Call goes Pink when being escalated

limegat	e r	Nan 🔻	Monit	or 🕶 🛛 Managi	🔹 Analyse 🕶	Set Up 🔹	Admin 🔻	New (	•		0,0		Christopher Bloom (	° 6
Actual Calls	Taken C	alis 📰 Oş	pen Calls	📰 incident Log 💭	Refresh 💾 Take/Un	take Call 🗞 Cor	tact Details 🕲	Duty Add 📀	Duty Edit 🚯 C	Duty Delete 🛕 Cri	ate incident 🎉 i	ncident Witars	8	
View All Venn				TimeZone	Branch +	Open Inci	dens 0			Total Rows	2			
Exclude Ope	n Posts			Auto-Refresh	8	Search			٩,	Overdue	0	Mute Beep	8	
(Showing /	Actual ca	Ils, valic	d as of	06/12/2018	2:24:37)									
Set Cat type	First Name	Sumame	3/14 1	VN PTR LITTR	Operational rime	Post Time	Site name	Site Group	Branch Name	Hour Type Code	Pay Level Code	Actual lime		
R CHECK	Ova	Sauer	0002 00	0004 06 Dec 2018 125	4 DE Dec 2018 12:34	06 Dec 2018 12:29	Innovise Test Site	Training Room	HQ	ADD				
0ff	5en	Tainer	0002 00	0001 Of Dec 2018 140	0 Of Dec 2018 14:15	06 Dec 2018 14:40	Innovise Test Site	Taining Room	HQ	ADD				
														_

#### **Reverse Call Accepted**

Reverse Check Call goes Pink when being escalated

Timegat	te r	Nan 🔻	Monitor	<ul> <li>Manage</li> </ul>	<ul> <li>Analyse •</li> </ul>	Set Up 🔻	Admin •	New @	)		0.0	Christopher Bic	on (_ "O	G
Actual Cal	ls 📰 Taken C	alis 📰 Op	en Calls	incident Log 🕽	Aefresh 💾 Take, Sin	take Call 🗞 Cor	tact Details 🕲	Duty Add 📀	Duty Edit 🕲 C	Duty Delete 🛕 Crei	te incident 🔑 i	ncident Wizard		
View AltVens				TimeZone	Branch +	Open Inc	dens 0			Total Rows	1			
Exclude Op	en Posts			Auto-Refresh	8	Search			9,	Overdue	0	Mute Beep		
Sel Call Type	First Name	Sumame	SIN PIN	Pre Time	Operational Time	Post Time	Site Name	Site Group	Branch Name	Hour Type Code	Pay Level Code	Actual Time		
E ROHOU	Ovis	Tainer.	0002 00000	A 06 Dec 2018 12:24	06 Dec 2018 12:34	06 Dec 2018 12:29	involve fest Site	Taining Room	HQ	ADD		06 Dec 2018 1225		
E 09	Ovis	Tainer	0002 00000	4 06 Dec 2018 12:15	Of Dec 2018 12:30	06 Dec 2018 12:55	innovise Test Site	Taining Room	HQ	A00				
01 Off	8en	Tainer	0002 00000	06 Dec 2018 14:00	DI Dec 2018 1415	06 Dec 2018 14:40	innovise Test Site	Taining Room	нq	ADD				

#### **Reverse Check Call Overdue**

Reverse Check Call goes red when overdue then calls will be escalated to the **overdue call alerts** escalation group that was assigned to the site

Timegate	e r	tian 🕶	Monitor	<ul> <li>Manage</li> </ul>	<ul> <li>Analyse •</li> </ul>	Set Up 🔹	Admin +	New @			9.0		Christopher Bloom (	.0	•
Actual Calls	Taken C	alis 📰 Oş	en Calls 📰	incident Log C	tefresh 🛅 Take, Ciri	take Call 🗛 Com	tact Details 🚱	Duty Add Ø	Duty Edit 🚱 D	luty Delete 🛕 Cre	ata modert 🔊	ncident Wizard	1		
View AtVess				ImeZone	Branch +	Open Inci	dents 0			Total Rows	2				
Exclude Oper	Posts			luto-Refresh	8	Search			٩,	Overdue	1	Mute Beep	0		
Sel Call Type	First Name	Sumame	SIN PIN	Pre Time	Operational Time	Post Time	Site Name	Site Group	Branch Name	Hour Type Code	Pay Level Code	Actual Time			
Sel Call Type	First Name	Sumame	SIN PIN	Pre Time	Operational Time	Post Time	Site Name	Site Group	Branch Name	Hour Type Code	Pay Level Code	Actual Time			1
R_CHECK	Ovis	Tainer	0002 00000	06 Dec 2018 13:24	06 Dec 2018 13:24	06 Dec 2018 13:29	Innovise Test Site	Taning Room	HQ	ADD					
C 017	5en	Tainer	0002 00000	06 Dec 2018 14:00	06 Dec 2018 14:15	06 Dec 2018 14:40	innovise Test Site	Taining Room	HQ	ADD					
						1									
						1									

#### **Edit Duty**

To see if the Reverse Check call has been applied to the duty go to the Duty | Edit | Calls tab

megate	Plan •	Monitor +	Manage •	Analyse •	Set Up •	Admin •	New (	Ð		Q 🗘		Ovidapher Bloom (	.⁰ ⊡
Elas and	Stell Duty												
				Inne	owse Test Site	- Slot No	4 (Post 4) -	06/12/	2018				~
					<u> </u>	0	-0-						
						and a second	the second se	- Back	Lat.				
				30	esses o	perational	ACUBI						
Davis da Charles		0-10-10-10-1		50	etues o	perational	ACUS						
lines <b>Celle</b> Check fo	pla Premium	Qualifications As	ulit Toalt Sub Duties	NO Pagellill Indu	Samila	perational	ACUS						
lines. <b>Calls</b> Check fo	da Premium SiN	Qualifications A	edit Trait Sub Durier Expected Ten	50 . Pagellill. Indo 4	Service G	Actual To	ACU8	-		Duty Call Created On		Proof Of Presence	
limes <b>Calls</b> Oack fo Call Type	ala Prendumo SiN 0002	Qualifications As PtN 100004	olik Toolt Solo Duriso Expected Ten 06/10/2016 1030	4 Pagriliili Jada 6 00	Service 0	Actual Tr	Adua Ima Diference			Duty Call Created On Mr02016 (2003)	7	Proof Of Presence	
Call Type Call Type Dis 1,0400	ola Premium Sila 002 1002	Qualifications As 20N 20004 20004	olit Toolt Solo Durier Expected Tim 06/10/2016 1030 36/10/2018 1034	50 6 00	Service 0	Actual Tr Actual Tr Actual Tr	Adua Ima Il Centrore			Duty Call Created Or 06/13/016 13:008 06/13/016 13:008	Ŋ	Proof Of Presence	

#### Audit Trail in Duty Edit - Calls Tab

Timegate	Plan •	Monitor •	Manage •	Analyse •	Set Up 🕶	Admin •	New 🕀		Q. 🗘	Ovistopher Bloom ( 👴 🖪
🛞 Back 🛅 Save	🚯 Assign An t	imployee & Suit	able Employee 👔	lamove Employe	ie 🥹 Split Dut	V BApprove				
				Inno	vise Test Site	- Slot No:	1 (Post 1) -	06/12/2018		~
					<u> </u>	0	-0	-0		
				Sch	eduled O	perational	Actual	Payrola		
Times Calls Clock	fails Premium	Qualifications A	with Trail Sub-Dutie	Pay/Bill Indo	Service					
Call Type	SIN	PIN	Expected Tim			Actual T	ine .		Duty Call Created On	Proof Of Presence
ON	0002	000004	06/12/2018 10:30	00	0	6/12/2018 12:16:0	(Telephone)		06/12/2018 12:16:29	
R,OHECK	0002	000004	06/12/2018 12:34	00		06/13/0318 12:25	(db (Chase)		06/12/2018 12:24:53	
OFF	0002	000004	06/12/2018 12:30	00		06/12/2018 12:27	(Manuel) 00		06/12/2018 12:28:40	