

TimeLink IVR

With TimeLink's telephone-based Interactive Voice Response (IVR) option, users can retrieve, input, or edit time and labor information anytime and anywhere. Leveraging the reliability and accessibility of a standard telephone, IVR allows your organization to transform a telephone into a dynamic and powerful data collection device. Leveraging your current telephony infrastructure, your employees will be able to capture critical information at the 'point of activity.'



Quick and Easy Transactions

At any time of day, employees can enter all relevant information for the day's tasks or schedules with recording functionality including timestamps, department transfers, labor allocation transfers, and time entry for non-productive time (vacation, sick time, etc.). Users also have the ability to call in to inquire about information like schedules and vacation balances. Based on security privileges, supervisors have any number of editing abilities including timestamp additions, scheduling changes, and labor allocation changes.

Lower Total Cost of Ownership

TimeLink IVR solution is the best method for many work environments that do not have access to a networked PC or data collection devices. By utilizing a common telephone, the solution does not require the system resources or support staff that some other systems require, making it faster and more efficient. System maintenance can be centralized at a single facility or central location. TimeLink IVR is available in Premise-based format (traditional licensed) and SaaS format (subscription-based).

Data Collection From Anywhere

The ubiquity of hardwired and wireless telephones makes IVR a natural choice for employers with remote and mobile workers or multi-structure campuses, such as hospitals, visiting nurse organizations, and field service organizations.

Platform Description

The TimeLink IVR voice processing platform was designed with time and attendance data collection in mind. Built for high-density, business-critical IVR applications, you can rest assured knowing your employees will always be able to report their time...on time.

Key Features

Best Practices Call Dialogue

The systems call dialog is designed to support your time and labor data collection requirements.

Professional Audio Prompts

All menus, prompts, and messages are supplied with the system. They are recorded by professional voice talent. The professional audio is in-tune with our best practices user interface.

Audio Confirmation Messages

Audible confirmation is provided throughout the call dialog. This is both for validation, such as for badge number entry, job codes, department codes, and the like as well as to indicate the transaction was accepted. In certain instances such as absence reporting, a confirmation number can be issued at the end of each transaction.

Type Ahead

Callers can "key ahead" data without hearing all the prompts. For standard clock in, the call takes 10 seconds from start to finish. The only prompt they need to hear is "clock in accepted".

Individual or Employer Wide Messaging

Messages can be sent to individual users or groups of users. For example, there may be a group-wide message about a weather-related issue, or an individual-based message outlining the day's schedule.

Multiple Languages

For organizations that need it, the system handles multiple languages. The multi-lingual call dialog enables users to select their preferred / native language.

Scalable Platform

Scalability is unlimited. Each server handles up to 192 ports, handling up to 192 simultaneous users.



System Platform

- 19" 2U Rack Mount Form Factor
- Dual Intel® Xeon™ 2.66GHz
- 18GB Ultra 320 RAID-1 SCSI Disk Storage
- Intel Dialogic® Telecom Line Cards
- Intel Pro/1000 MT Ethernet
- 500W X 2 Power Supplies
- 1 GB RAM with Error Correction Code
- Quad Cooling Fans
- Windows 2000™ Operating System
- Scalable to 192 Lines Per Chassis

Additional Features

Dialog Control

- User-defined menus
- Caller-id / ANI screening
- Caller-sensitive menus
- Type ahead
- Ambush messaging
- Call transfer

Data Integration and Protection

- Real-time & batch
- Data protection mirroring

Administration

- Dashboard
- Standard reports
- Transaction log

Telecom Integration

- Analog loop-start
- Digital T-1 / ISDN

Optional Software Modules

- Accrual Inquiry
- Absentee Call-in
- Messaging Alerts

Corporate Headquarters

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