

Improving Workforce Management

"This application, along with the real-time, web reporting system we developed, has helped our client quickly and accurately track employee absentee rates and greatly improve the overall performance of their workforce management program."

*Kevin Schaaf
Director of Sales
Wessan Interactive*

OBJECTIVE:

Improve the Tracking of Employee Attendance

A Fortune 500 food distributor was facing challenges with accurately tracking their employees' daily attendance. As a result, unscheduled employee absences were creating imbalances in each workforce shift resulting in costly overtime and lost productivity.

The company turned to Wessan Interactive to develop an easy-to-use, automated service that would allow their employees to call work and report absences at any time, from anywhere, via a toll-free number.

SOLUTION:

Paperless, Real-time, Employee Attendance Tracking System

Wessan Interactive developed an Employee Attendance Tracking System. With no hardware or software to purchase or maintain, this IVR application is accessible to all employees, 24/7, in a variety of languages, via a toll-free number.

The real-time, web-based, reporting system records the date and time of the call, the employee's name, work shift, department and reason for the absence. The system also allows employees to input the time they will be reporting to work in the event that they will be arriving late.

RESULTS:

Elimination of Human Error & Accurate Tracking of Real-time Data

The results of the system have been outstanding. Human error, including loss of hand-written notes, unintelligible employee voice mails and other missing employee information have been almost eliminated.

The system provides for accurate tracking with real-time, web accessible data of each employee's attendance thereby improving the overall performance of the company's workforce management.

Call 800-468-7800 or visit wessan.com
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case study