BEYOND SECURITY

KABA®

IVR
Absence Reporting and Time Collection

Time Collection
Time Reporting

Convenience at your Fingertips

Kaba's solutions are designed to work with IVR telephony solutions, making time recording and absence management easy, whether you're in the office or out in the field.

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Absence and Late Arrivals Management with IVR

Why Absence Reporting?

Optimizing absence and late arrivals reporting reduces labor costs and improves productivity. Production line slow downs and stoppages are also minimized by using a solution that lets you know of employee absences and delays, and gives you the opportunity to re-adjust employee resources. Instead of reacting to missing employees, IVR empowers companies to be proactive when handling absences and late arrivals.

Without an effective system in place, your supervisors discover absent employees once the shift starts or shortly thereafter. This causes valuable time and resources to be spent in finding a suitable and available employee to fill in. In many cases, this sort of delay also causes overtime.

The ability to find substitutes is most difficult for employers who have a highly skilled workforce. Even when a skilled substitute can be found, they may not be available for work.

Absence / Late Arrival Reason Codes

Reason codes include details of why an employee is late or absent. When the employee uses the IVR solution, they are prompted to enter their estimated time of arrival and select from a list of contributing factors such as car trouble, short term illness, etc. Each reason code can present an accompanying advisory message to the employee, such as requesting they meet with their supervisor upon return to work. Absentee call-in via Kaba Telephony IVR is handled in a fair, consistent, and documented manner.

ORACLE
Validated Integration
Oracle E-Business Suite

SAP
Gold Partner

Microsoft
REGISTERED
Partner

Why Kaba Workforce Solutions

Kaba is a leader in workforce optimization. Kaba offers absence and late arrivals reporting capability in its B-COMM solutions.

Absence and Late Arrivals
Reporting

# *Efficiency* by Kaba

Absence /Late Arrivals Call-in

Optimizing your absence handling is a two step process. The first step is a systematic approach to enable your employees to contact your organization when they are going to be absent or late. Kaba Telephone IVR data collection enables employees to call anytime day or night to report their absence or late arrival. They can call the system using any landline or mobile phone. Once connected, they are prompted to enter their ID and a reason code such as illness, bereavement, late arrival, etc. Their absence is documented, a confirmation code issued to the employee, and the absence data immediately sent to the supervisor.

With IVR reporting, you can better meeting labor management and reporting requirements. Employees who have called in absent or reported late are identified by their supervisor on the B-COMM display screen. The time of their call and reason code are noted on the absence record. Supervisors can handle the task of finding substitutes either on a periodic basis or as each absence occurs. With IVR reporting, supervisors are immediately notified of and absences and late arrivals, giving them adequate time to find substitutes with the closest skills mix to the absent employees. IVR allows companies to better manage important labor elements such as overtime and equal work opportunity.

Telephone-Based
Time Collection
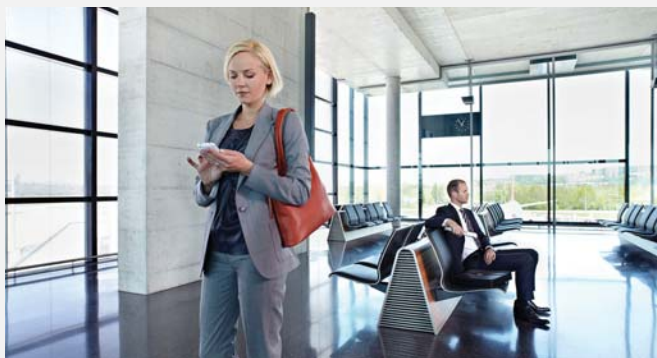
Managing A Remote, Dispersed Workforce
Increasingly, companies in many industries are implementing multichannel, automated time and attendance data collection strategies to drive down labor costs and increase workforce efficiency. The ubiquity of telephones and mobile phones makes IVR time collection the best choice for employers who have remote, mobile, and field employees, or a large campus / multi-building environment.

IVR Solution in Action
Time collection via telephone is captured by B-COMM and displayed on employee time cards, in the same manner it would be via a Kaba time clock. Time collection can be done via a mix of devices. For example, an employee can use a Kaba Terminal within the building for clock in, use a telephone while out in the field for meal out and meal in, and again use a Kaba Terminal for clock out once back in the building.

Use Cases for Change

Some of the situations where IVR would complement your workforce management strategy include:

- *Having a remote, dispersed workforce*: These employees are ideal candidates to use the telephone. Telephones are everywhere. If it's impractical to use badge-based, biometric terminal, or PC/Web entry at the employee location, the telephone is a natural solution.

- *Installing multiple clocks is impractical*: In multi-building work environments, the cost of installing many data collection terminals can be cost prohibitive. Telephone-based time collection can be a more cost effective solution for organizations that have a large campus or many buildings.

- *Tablets, PDAs or other data collection methods are too costly*: If the cost of acquiring, maintaining and replacing mobile devices is difficult to justify, telephone-based time collection is an economically-sound alternative to mobile devices.

Using IVR Across the Enterprise

Companies who implement IVR data collection realize cost savings and efficiencies company-wide.

IVR with
Kaba's B-COMM

Kaba offers IVR telephone-based time collection and absence reporting with B-COMM

IVR telephone-based time and labor data collection and absence reporting is powered by Telliris Attend. It is integrated with B-COMM ERP certified software systems. The data communication method is designed and implemented specific to each of the Kaba time and attendance ERP software products. The result is a fully automated and reliable communication between the telecommunications and data processing systems.

Event Types

B-COMM receive time and labor data transactions with event types that conform to each system's standard.

The following is an example of event types which can be handled via IVR telephone-based time collection for SAP.

P10 Clock in
P11 Change
P12 Clock out
P15 Start of break
P25 End of break
P30 Start of off-site work
P40 End of of-site work
P01 Clock in or clock out
P02 Start or end break
P03 Start or end of off-site work

(The above is an example for B-COMM for SAP. However, the same scenario applies to all other Kaba B-COMM products).

Taking integration to the next level

Telliris and Kaba Workforce Solutions implemented a data exchange interface conforming to the industry standard HR XML Timecard specification. Telliris Attend captures and validates time and labor data from landlines and cell phones and passes the data to B-COMM. Through this well established data interface and B-COMM are able to supply Telliris Attend with the data needed to validate employees and their transactions.

IVR Telephony *Features and Benefits*

Intuitive and Easy to Use

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 badge number, job codes, department codes), and for indicating that the transaction was accepted. In certain instances, such as absence reporting, a confirmation number is issued at the end of each transaction.

Features

Type Ahead:
Callers can key ahead data without hearing all the prompts. For standard clock-in, the call takes 30 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. They are presented automatically at the beginning of the call.

Multiple Languages:
For organizations that need it, the system handles multiple languages. The multilingual call dialog enables users to select their preferred language.

On Premise and SaaS Availability

On Premises:
The telecommunications server is located at your organization's data center. If your workforce will call from within your campus or network of buildings, there is no cost to transport calls. Calls flow across your internal data telecommunications network.

SaaS Hosted:
Software as a Service makes it easy to add telephone / IVR to your Kaba Workforce Solutions suite of data collection methods. It is ideal if you have a subset of your workforce needing remote time collection, or if you find an on premise telecommunications solution to be oversize or complex. With SaaS, no equipment is needed at your the company site in order to enable IVR.

Kaba Workforce Solutions