



~PeopleHours~

“CT-Out” New Functionality Announcement

We are pleased to announce the arrival of an Automated Employee Check Call Service Called “CT-OUT” for PeopleHours: -

The “CT-Out” service is an expansion of the already widely used and successful Call Taker (CT) service within PeopleHours™.

CT is a truly VoIP based system which replaced the landlines that our competitors products use to allow site based staff to make their routine welfare or check calls.

CT answers the phone and prompts the employee to enter a Site Identification Number (SIN) and their own Personal Identification Number (PIN), it then checks this against calls expected and records them as having been made. Calls falling overdue generate an alarm for controller action or deliver electronic notification to other mobile staff via e-mail or SMS.

CT-Out expands this existing functionality so that when a call becomes overdue the system can optionally make the telephone call to the employee’s mobile number or the assignment telephone requesting the same SIN/PIN verification. As with CT the correct response records the call as having been received and no response would invoke the usual defined alarms.

The service provides the following benefits:

- CT-Out requires no landlines or hardware to be installed at your premises whatsoever.
- Multi-Man control rooms can be down scaled with CT-Out making all the time consuming phone calls allowing a single controller to effectively manage the welfare checks for a very large workforce.
- A full audit trail of all communications is maintained and fully reportable.
- Where automated escalation of missed call events is used control rooms can operate in fully unmanned mode.
- Automated telephone communications remove the potential for increased costs resulting from *chit-chat* between controller and assignment based staff.
- Multiple lines can be configured with selected geographical prefix where required.

Additional information regarding this feature can be obtained from Mail@Gallinet.Com or by calling 01384-237 333