

# Call Taker

**Key Benefits**

- ◆ High volume attendance tracking and call taking.
- ◆ Scalable and suitable for small or large workforces.
- ◆ Unmanned call centre facilities
- ◆ Automatic validation of electronic timesheets
- ◆ Validation of staff scheduling
- ◆ Confirm location via CLI matching
- ◆ Real-Time staff attendance capture
- ◆ Highly accurate hours worked recording
- ◆ Ensures contract compliance
- ◆ Increase customer satisfaction
- ◆ Eliminate employee issues.

**For Organisations employing off-site personnel, the ability to monitor and track their movements at different locations is of particular importance.**

Our fully automated time capture software, Call Taker, negates the need to employ staff to take calls manually, typically a very time consuming and manpower inefficient undertaking.

Call Taker can receive and process a high volume of calls simultaneously whilst verifying, against the schedule, if the employee is at the right location at the right time.

Using any telephone the employee is able to book on and off duty by simply entering his PIN followed by a site identification number, SIN.

Call Taker uses VoIP technology thereby requiring no hardware whatsoever at the monitoring location.

Being a fully internet based software solution the issues traditionally experienced with physical landlines are eliminated with business continuity built in.

Time	Line	Calls	Out	Response	Digits	PIN	SIN	MIN	Employee	Location	Contract	Post	Caller ID
10/06/11 12:09	2	1	<input type="checkbox"/>	OK Taken	27372244	2244	2737		Oliviera - Paulo	Lidl Store 214	BKS Security	Officer	07865413572
10/06/11 12:09	2	2	<input type="checkbox"/>	OK Taken	03920641	0641	0392		Mohmood - Fezal	Aston Manor	MPR Security	Days	07960182056
10/06/11 12:08	1	1	<input type="checkbox"/>	Wrong ID									07515859839
10/06/11 12:08	1	1	<input type="checkbox"/>	Invalid	30401588	1588	3040		Williams-Prince	Camelot - Astwi			07515859839
10/06/11 12:07	2	1	<input type="checkbox"/>	OK Taken	06750827	0827	0675		St.Joseph Day	St.Joseph Colle	Showset 247	Days	07960175261
10/06/11 12:03	2	1	<input type="checkbox"/>	OK Taken	53130605	0605	5313		OM-M Akbar	Marie Curie	Alliance Securi	Days	01883734802
10/06/11 12:02	2	1	<input type="checkbox"/>	OK Taken	07463144	3144	0746		Harvey - John	BCC-Portway	Knighthawk Secu	Days	01179382388
10/06/11 12:01	2	1	<input type="checkbox"/>	OK Taken	17060814	0814	1706		Wyldie - Mark	Cromer Gardens	BBP Security	W/End Days	07969887834
10/06/11 12:01	2	1	<input type="checkbox"/>	OK Taken	90214313	4313	9021		Weller-Shane	Alpe Electronic	United Kingdom	Days	07889412597
10/06/11 12:01	2	2	<input type="checkbox"/>	OK Taken	27850404	0404	2785		Berry - Peter	Lidl Store 95	BKS Security	Officer	UNAVAILABLE
10/06/11 12:01	1	1	<input type="checkbox"/>	OK Taken	30401588	1588	3040		Williams-Prince	Camelot - Astwi	Anchor Security	Days	07515859839
10/06/11 12:00	2	1	<input type="checkbox"/>	Invalid									07889412597
10/06/11 11:59	1	2	<input type="checkbox"/>	OK Taken	13451408	1408	1345		Simmonds Chris	St Oswalds Park	MOE011	Days	07534222511
10/06/11 11:59	2	2	<input type="checkbox"/>	OK Taken	27290364	0364	2729		GURUNG - Dudhi	WOKINGHAM BC		days	07771728644
10/06/11 11:59	1	1	<input type="checkbox"/>	OK Taken	32280532	0532	3228		Cuthbert - Geof	PB York Tower	PH8002	Days +	01132359204
10/06/11 11:59	2	2	<input type="checkbox"/>	OK Taken	35100957	0957	3510		Worsfold-Sarah	ILG	Louis James	Days	07976296221
10/06/11 11:58	1	1	<input type="checkbox"/>	Wrong ID									07534222511
10/06/11 11:58	2	2	<input type="checkbox"/>	OK Taken	30841532	1532	3084		Ogunmoroti - Ad	Thai Fusion	Regency Guardin	Days	07943874398
10/06/11 11:58	2	1	<input type="checkbox"/>	OK Taken	31531343	1343	3153		Ullah - Sani	Rose And Crown	Regency Guardin	Days	01732462343
10/06/11 11:58	2	1	<input type="checkbox"/>	OK Taken	08820707	0707	0882		Alway-Julle	CVD	Relyon Security	Days 2	01454634898
10/06/11 11:58	2	1	<input type="checkbox"/>	OK Taken	53192778	2778	5319		Vig-Jamil-Ahmed	Manor House	Alliance Securi	W/End Days	01932231332
10/06/11 11:57	2	1	<input type="checkbox"/>	OK Taken	06721150	1150	0672		Abdul-MarooF	Pheonix Dem	Twenty Four 7 S	Days	07894008338
10/06/11 11:56	2	1	<input type="checkbox"/>	OK Taken	16812029	2029	1681		Barrow - Jim	S C College		Days	07912519416
10/06/11 11:55	2	1	<input type="checkbox"/>	OK Taken	28420786	0786	2842		Speyers - Darry	LidlStore 1369	BKS Security	Officer	UNAVAILABLE
10/06/11 11:55	2	1	<input type="checkbox"/>	OK Taken	21042106	2106	2104		Terschowitz-Lyn	Draex - Rubery	Cava Group	days	07918684851
10/06/11 11:54	2	1	<input type="checkbox"/>	Wrong ID									07918684851
10/06/11 11:54	2	2	<input type="checkbox"/>	OK Taken	19901164	1164	1990		Joy Chris	Frances Jewelle	BKS Security	Days	07703194649
10/06/11 11:54	2	1	<input type="checkbox"/>	Invalid	21042106	2106	2104		Terschowitz-Lyn	Draex - Rubery			07918684851