

# WorkForce One-Touch Callout

Revolutionize Your Shift Management

## Overview

WorkForce One-Touch Callout (OTC) transforms how businesses manage unfilled shifts, blending automation, compliance, and employee preference to fill vacancies efficiently and fairly. When open shifts become available, OTC works with WorkForce Job Scheduling to generate a callout process to fill the open shift with the appropriate staff.

OTC takes that process to the next level by automating the communication and response, generating an ordered call list through WorkForce Job Scheduling and automatically contacting employees who meet the proper eligibility rules for the shift. Employees can respond via the same method to either accept or reject the shift offer. Once a shift is filled, non-accepted and subsequent respondents are then notified of the change.

## Benefits of Simplified Shift Management

Designed for workers who want a streamlined, digital method for managing their schedules, OTC helps assign the right staff in the right place, at the right time, without the manual hassle.



### Automated Callout Process

Streamlines the open shift assignment by automatically contacting eligible employees, significantly reducing manual effort and time spent by management to fill shift slots.



### Compliance and Preference Integration

Adheres to organizational and union rules related to employee work hour limitations, qualifications, and preferences, and integrates prioritization rules such as overtime equalization and seniority.



### Advanced Communication Features

Supports multiple contact methods tailored to employee preferences, enhancing engagement and response rates for shift fulfillment.



### Audit Trail and Accountability

Maintains a detailed log of callout activities, providing transparency for operational leadership and supporting dispute resolution.



“The intricate nature of workforce management demands functionality that optimizes staffing, scheduling, and daily operations to mitigate costs tied to unplanned overtime and turnover. Equally crucial is usability, particularly when engaging dispersed deskless and frontline workforces.”

— Evelyn McMullen,  
Research Manager at Nucleus Research.

# Operational Excellence with One-Touch Callout

Improve operations with OTC, designed to automate the intricacies of shift scheduling. By prioritizing staff well-being, compliance, and operational needs, OTC not only optimizes your workforce management, it also enhances employee satisfaction and engagement.



## Why Choose One-Touch Callout?



### Efficiency

Fill shifts faster with automated notifications, reducing downtime and improving operational continuity.



### Compliance

Automatically factor in union rules, work hour limits, and employee qualifications for each callout, reducing the risk of non-compliance.



### Engagement

Give employees the ability to set their contact preferences, promoting a positive work environment.



### Transparency

Benefit from a comprehensive audit trail for each callout, building trust and accountability.

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