

# Andgo Full Product Suite

Andgo specializes in Intelligent Automation. We help organizations solve cumbersome scheduling practices by turning them into automated, configurable workflows.

## The Modules:



QUICK DIAL



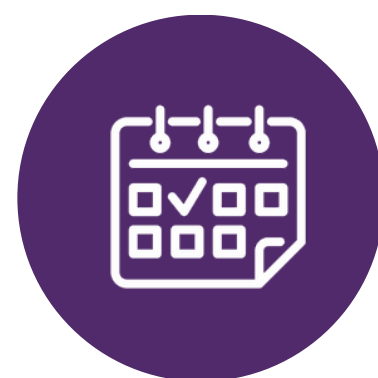
ENHANCED  
ABSENCES



VACATION  
MAPPING



SMART CALL



SHIFT  
PREBOOKING






INFORM

Andgo connects with existing scheduling systems and works directly with your organization to configure workflows that fit current processes.




## Customer Solutions Guide:




Andgo offers a complete end-to-end solution perfect for complex scheduling environments. Our product platform is available as a full suite or a-la-carte, designed to provide targeted high impact outcomes.

Streamline	Optimize	Personalize
 <p>I want to <b>streamline</b> absence onboarding and inbound requests.</p> <p><b>WE RECOMMEND</b></p> <p>Quick Dial → Enhanced Absences → Vacation Mapping →</p> <ul style="list-style-type: none"><li>✓ Manage unplanned absences</li><li>✓ Automatically route phone requests</li><li>✓ Streamline the manual vacation planning process</li></ul>	 <p>I want to <b>optimize</b> complex shift filling.</p> <p><b>WE RECOMMEND</b></p> <p>Smart Call → Shift Prebooking →</p> <ul style="list-style-type: none"><li>✓ Post and fill shifts month in advance</li><li>✓ Automate shift callouts to eligible employees</li></ul>	 <p>I want to <b>personalize</b> targeted internal communications.</p> <p><b>WE RECOMMEND</b></p> <p>Inform →</p> <ul style="list-style-type: none"><li>✓ Easily and quickly send notifications to specific lists of employees</li></ul>





Andgo creates efficiencies and saves resources by automating the two major manual scheduling challenges of shift filling and vacation planning.

# Andgo Full Product Suite

Smart Call	Shift Prebooking	Quick Dial
 <p>Automatically notifies eligible employees regarding immediate need unfilled shifts, collects bids, and systematically organizes information to scheduling teams for easy awarding.</p> <p><b>GREAT FOR</b></p> <p>Streamlining absence onboarding</p> <p><a href="#">LEARN MORE</a></p>	 <p>Allows eligible employees to bid on future shifts and systematically organizes information to scheduling teams for easy awarding.</p> <p><b>GREAT FOR</b></p> <p>Optimizing complex shift filling</p> <p><a href="#">LEARN MORE</a></p>	 <p>Automatically receive &amp; route (short term/urgent) employee phone requests, present info to scheduling teams via dashboard organized by priority and category.</p> <p><b>GREAT FOR</b></p> <p>Streamlining absence onboarding</p> <p><a href="#">LEARN MORE</a></p>

Inform	Enhanced Absences	Vacation Mapping
 <p>Easily communicate to a curated lists of employees.</p> <p><b>GREAT FOR</b></p> <p>Personalized, targeted communication</p> <p><a href="#">LEARN MORE</a></p>	 <p>Collect employees' enriched absence requests and efficiently process them using advanced workflow; information is presented via dashboards organized by priority &amp; category.</p> <p><b>GREAT FOR</b></p> <p>Streamlining absence onboarding</p> <p><a href="#">LEARN MORE</a></p>	 <p>Maximize annual vacation usage and reduce complex processing overhead.</p> <p><b>GREAT FOR</b></p> <p>Streamlining absence onboarding</p> <p><a href="#">LEARN MORE</a></p>

## Also Available:

Single Sign On	2-way Integration	Schedule Sync	Guidelines
<p>Allow schedulers to sign on once into one system.</p> <p> Add-on</p>	<p>Easy integration especially for Our ESP/WFC Customers.</p> <p> Add-on</p>	<p>Import Schedule Changes from Andgo into your system.</p> <p> Included</p>	<p>Create &amp; Manage Unit-specific Guidelines.</p> <p> Included</p>

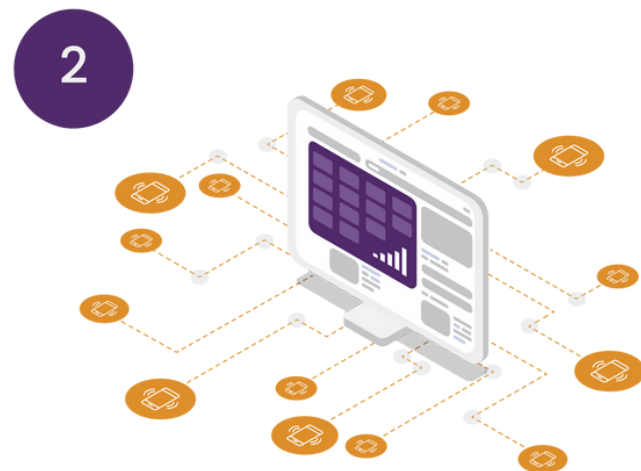
# Andgo Quick Dial

Optimizes how scheduling teams receive, direct and process incoming phone calls.

## Here's How it Works:



1  
Employees call a toll-free number to self-select the category/reason for their call



2  
Request information is recorded & automatically routed into the dashboard workflow



3  
Schedulers use information-rich screen to process requests



4  
Requests are tracked & stored for auditing and searchable to view status/actions in real-time

Automatically receive, route & prioritize urgent employee phone requests and present the information to scheduling teams via dashboards organized by priority and category.

### For Business Leaders



#### Flexible and Configurable

Quick Dial is flexible and configurable to meet your organization's dial in needs, such as: reporting injuries, managers requesting additional coverage and/or providing department scheduling instructions, replying to priority group messages and more!



#### More Effective Teams

Streamline, categorize and prioritize common/frequent inbound requests for your scheduling team. By also activating Andgo's Enhanced Absences, Managers can be included in the absence approval process.

### For Schedulers



#### Standardized Communication

Automatically connects to schedule data: show the most up-to-date changes using standardized, consistent information gathered in the request process.



#### Know What is Urgent

Tasks are automatically prioritized and categorized for the scheduling team, removing ambiguity around urgency



#### Submit Phone Requests

Andgo's Quick Dial empowers employees to submit phone call requests (such as reporting an absence) through a highly intuitive IVR system.



#### Ability to Report Immediately

Removes the need for a live interaction for unplanned leaves - employees have confidence in successfully reporting absences immediately.

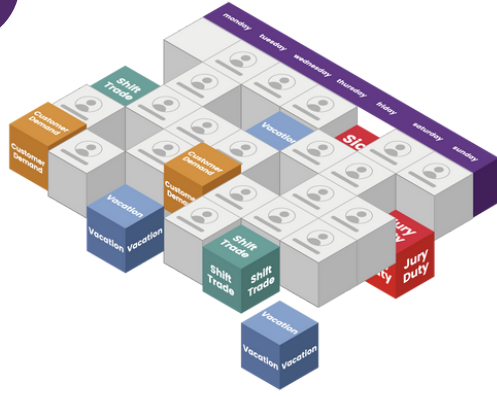
Each month, Andgo customers receive & process > 35,000 employee calls through Quick Dial!

# Andgo Smart Call

Intelligently automate the communication of available immediate need shifts to eligible employees.

## Here's How it Works:

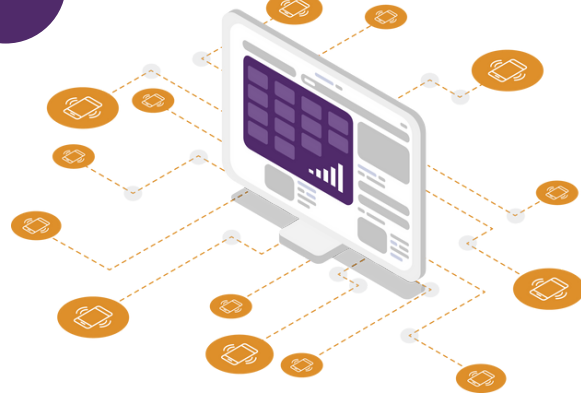
1



### Engage

A vacant shift that needs to be filled is added to the scheduling system

2



### Identify

Configurable rules engine determines the list of eligible replacements

3



### Communicate

Communicate vacant shifts to eligible replacements

4

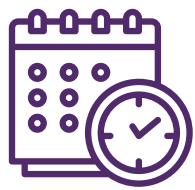


### Award

Shift awarded to the most suitable employee; scheduler is updated

Collect bids and systematically organize information for scheduling teams for easy, accurate awarding of shifts without manual intervention.

## Key Resources and Stats:



### Fill More Shifts, Faster

Scheduling staff fill 7x more shifts using Andgo's Smart Call compared to manual processes.

[LEARN MORE](#)


### Deeper Dive

Andgo Blog: Intelligent Workflow Automation: The New Age of Employee Scheduling

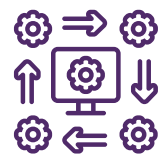
[READ BLOG](#)


### A Better Solution

Manually calling employees and filling shifts one-by-one is inefficient, prone to errors, and not scalable. [Watch the video to learn more about how Andgo Smart Call provides a solution!](#)

# Andgo Smart Call

## For Business Leaders



### End-to-End Workflows

Deliver end-to-end workflows that go beyond just basic shift callouts. Automate all steps in the employee scheduling lifecycle. Fill more shifts, faster, with the right people.



### Better Call Lists

Dynamically build call lists pre-configured to account for complex union/organizational rules and shift eligibility.

## For Schedulers



### More Focus and Efficiency

Schedulers are no longer tasked with non-value-added activities such as manually dialling phone numbers. Focus on strategically filling available shifts with the most suitable employee.



### Easy Integration

Integrate seamlessly with your existing scheduling system using intuitive, powerful scheduling dashboards.

## For Employees



### Be Notified How & When You Want

Route communications in line with personalized communication preferences and monitor employee responses.



### Open Visibility & Communication

Transparent shift bidding (including partial shifts) via IVR, SMS text message, website.

Through Smart Call's process of communicating and granting short call shifts, Andgo customers have reduced scheduling related grievances by up to 80%

## Customer Success Story:



“ I can't imagine how we would've done this manually in that time frame. ”

**Kweku Johnson**  
Director of HR Systems and Analytics  
Saskatchewan Health Authority

[VIEW CASE STUDY](#)

Watch the video to learn how Andgo Smart Call reduced SHA's staff scheduling time by 86%

# Andgo Vacation Mapping

Digitize your Vacation Mapping process with Andgo.

## Here's How it Works:

1



Group your employees and set a daily quota for each group

2



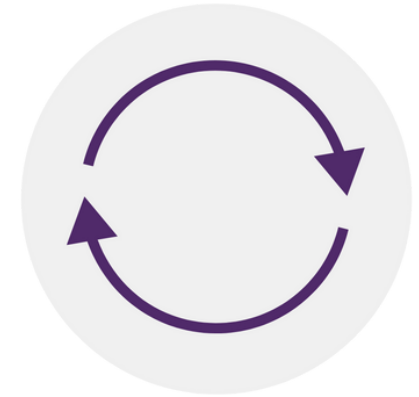
Employees gain real time insights as they submit ranked requests

3



Automated employee feedback streamlines the managers approval process

4



Create as many vacation rounds as needed

Facilitate your entire vacation process online with Andgo's Vacation Mapping module. Maximize vacation usage and reduce complex processing overhead.

## Key Stats and Resources:

**3.1 MILLION**



### High Volume

3.1 million+ hours of vacation were booked for the 2021 calendar year using Andgo.



### Happier Employees

85% employees first vacation preferences were granted in 2021 through Andgo's vacation mapping.



### Building a Pro-Vacation Culture to Create a Win-Win Scenario

Rested, refreshed employees are more focused and productive. Click the thumbnail to learn more about creating a pro-vacation culture and why,

# Andgo Vacation Mapping

## For Business Leaders



### Less Liability

Greater vacation usage means reduced vacation hour liability on the organization's balance sheet.



### Increase Transparency

Provide transparency, sophistication and organization into your vacation process through intelligent automation.

## For Schedulers



### Save Time

Eliminate tedious, non-value activities. Significantly reduce vacation request processing time by streamlining the process.



### Smart Recommendations

Correct approvals are recommended to schedulers and managers based on CBA/quota.

## For Employees



### Happier, More Productive Teams

Drive increased satisfaction for employees by increasing both transparency and the likelihood of approval for the days they actually want.



### Heightened Visibility

Employee line of sight into the likelihood of vacation request approval (via quota).

Andgo Vacation Mapping delivers actionable data to facilitate informed decision making surrounding vacation requests, approvals, and scheduling.

## Customer Success:

"Emerg RNs (the largest group) took the manual process from 2 weeks to 1 day for all first choice approvals. Last year approvals had to be assigned to multiple people, as one person couldn't get them done."



"...First choice processing was completed for all groups in 2-3 hours. Manually it would take a week."



"Change is hard when you are an old program clerk! I had to learn it and I am SO glad I did. Whoever got this program for us surely loves the Program Clerks."



Vacation Mapping is scalable to meet the needs of large complex organizations and can integrate directly with your scheduling system.

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### Additional Benefits:

#### INTELLIGENT



Highly scalable for large complex organizations

#### AUTOMATED



Immense reduction in time to process vacation requests and rounds

#### STREAMLINED



Integrates with your scheduling system of record



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UNPLANNED  
ABSENCES



SCHEDULING  
VACATIONS



FILLING OPEN  
SHIFTS



STAFF  
NOTIFICATIONS



SCHEDULING SHIFTS  
IN ADVANCE



PROCESSING PHONE  
REQUESTS

### STREAMLINE



I want to streamline absence onboarding.

#### WE RECOMMEND

Quick Dial →  
Enhanced Absences →  
Vacation Mapping →

### OPTIMIZE



I want to optimize complex shift filling.

#### WE RECOMMEND

Smart Call →  
Shift Prebooking →

### PERSONALIZE



I want to personalize and target my communication.

#### WE RECOMMEND

Inform →

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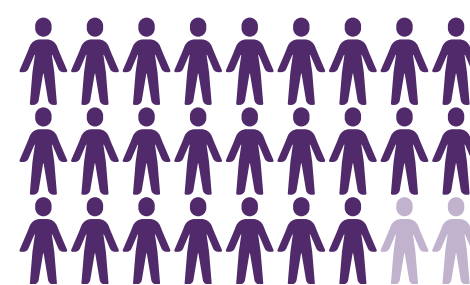
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### Additional Benefits:



### 25,000+ Employees

are participating in Andgo Vacation Mapping.



### 258,000 Requests

have been processed via Andgo Vacation Mapping.