

Andgo Quick Dial

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

Here's How it Works:



Report Absence

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



Auto Update

The schedule is updated in real-time, reflecting the absence and the appropriate pay code



Notify

An email notification is sent to management notifying them of the employee absences & requests



Review

Schedulers determine if they need to fill the open shift manually, or automatically via Andgo Smart Call

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



Consistent Data and Measurable Workflows

Automatically connects to schedule data. Shows 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.

For Employees



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. Adding Andgo's [Enhanced Absences](#) allows for online absence submission and processing.



Ability to Report Immediately

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

Check out our Intelligent Absence Management video to learn how Andgo empowers schedulers to make actionable decisions and focus efforts on the highest need areas. [WATCH NOW](#)