

Telephone Reporting Solution



Collecting data is as simple as using your telephone

A telephone data collection and reporting system is essential and useful for both attendance report and presence verification:

A. Where it is too expensive to purchase a complete and cumbersome attendance terminal, in cases such as a small number of employees, or employees spread in a number of remote sites, where a central location does not exist.

B. The system makes use of SY-Server, Notifier features and an application such as Harmony, and sends automatic escalating SMS alert reports to the relevant security company / municipality, in cases where the guard post has not been manned on time, or where it has been left unattended to properly as required by law.

The system identifies the guard, the security company he belongs to and the institute from which he reports attendance, and creates a registration in real time. Reporting is being executed via a dedicated telephone line in the educational institution, through dialing to the center.

Guard shifts and the quantity of guard required can be defined, as well as additional information segmentations required by the security companies and defense authorities.

The system resides on a server farm and operates in connection with an IVR system with a capacity of hundreds of telephone lines, which means that the system can receive reports from thousand of users simultaneously.

Recommended Synel applications for the use of the telephone system include Falcon and Harmony.

When planning/adjusting your telephone exchange infrastructure, you should mainly take into account:

- Employee reporting rate
- Number of employees

Benefits

- Employee's attendance data - in real time
- Verification of reports' authenticity
- A simple system based on standard components
- Full integration with Synel's terminals
- One communication software for both terminals and the telephone reporting system
- An instant alert to the company's headquarters on an employee failing to report
- An automatic SMS (text message) alert to manager / regional manager



Time & Attendance



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