


## 14R2 Enterprise Call-Em-All Integration

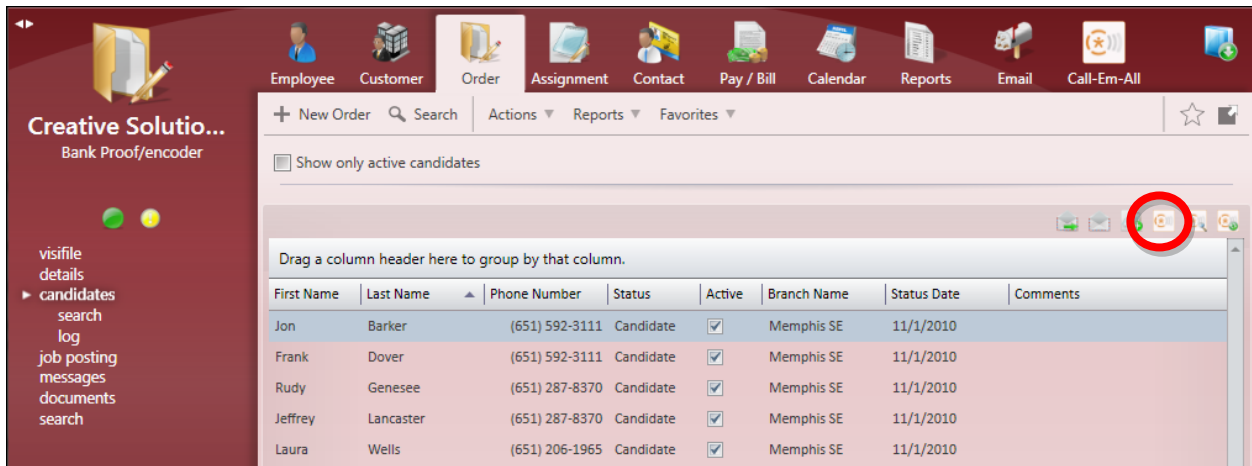
**\*Important** - The Enterprise Call-Em-All Integration functionality is not included with the "out of the box" TempWorks' Enterprise software solution. It is an additional module that needs to be enabled for your system and will also require that an account be established with Call-Em-All, LLC at [www.call-em-all.com](http://www.call-em-all.com).


The Enterprise Call-Em-All integration allows the user to generate a list of **Employees** and export the list to Call-Em-All with just a few clicks. By using the details in the *Call-Em-All Broadcast Wizard* record a message on their toll free number to send a broadcast. Call-Em-All tracks the data from the calls that are sent out and that information is then imported back into Enterprise and the system is updated automatically with the results.

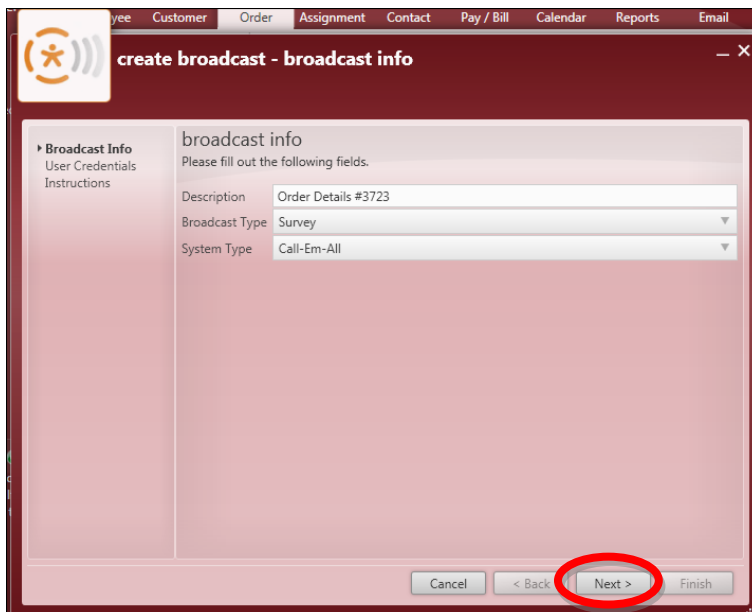
The screenshot shows the TempWorks software interface. On the left, there is a user profile for Joe B Devin, 703 W 4th Street, Addyston, OH 45001. Below the profile are links for visifile, details, pay setup, pay history, documents, messages, trak 1, and search. The main area is the Employee Search form. It has a navigation bar with icons for Employee, Customer, Order, Assignment, Contact, Pay/Bill, Calendar, Reports, Email, and Call-Em-All. Below the navigation bar is a search form with fields for Last Name, First Name, SSN, ID, and Branch. There are also buttons for 'All Records', 'Active', 'RepName', 'Branch', 'All Reprs', and 'All Branc'. A search button and a 'Clear Criteria' button are also present. Below the search form is a table of search results for 'The Skill' search, which returned 5 results. The table has columns for ID, First Name, Last Name, Branch, Phone, Is Acti..., Is Assi..., Last Message, and Zip Code. A red circle highlights a button in the top right corner of the search results area.


ID	First Name	Last Name	Branch	Phone	Is Acti...	Is Assi...	Last Message	Zip Code
12854	Rudy	Genesee	Memphis SE	(651) 287-8370	<input checked="" type="checkbox"/>	<input type="checkbox"/>		55121
12876	Jon	Barker	Memphis SE	(651) 592-3111	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Available	55121
13011	Jeffrey	Lancaster	Memphis SE	(651) 287-8370	<input checked="" type="checkbox"/>	<input type="checkbox"/>		08833
13045	Laura	Wells	Memphis SE	(651) 206-1965	<input checked="" type="checkbox"/>	<input type="checkbox"/>		55121
16712	Frank	Dover	Memphis SE	(651) 592-3111	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Available	55121

A Call-Em-All broadcast can be started from the **Employee Search** form by selecting the **Employee(s)** (hold down the *Ctrl* to select multiple **Employees**) and then clicking on the  button (as circled above).



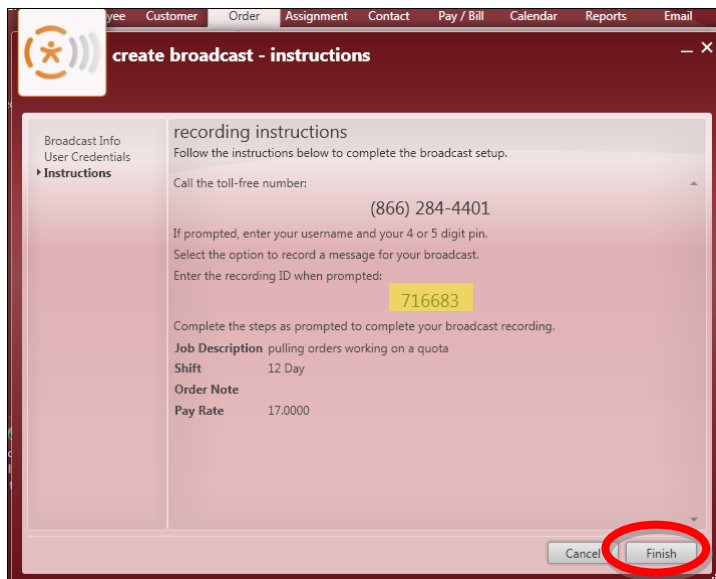
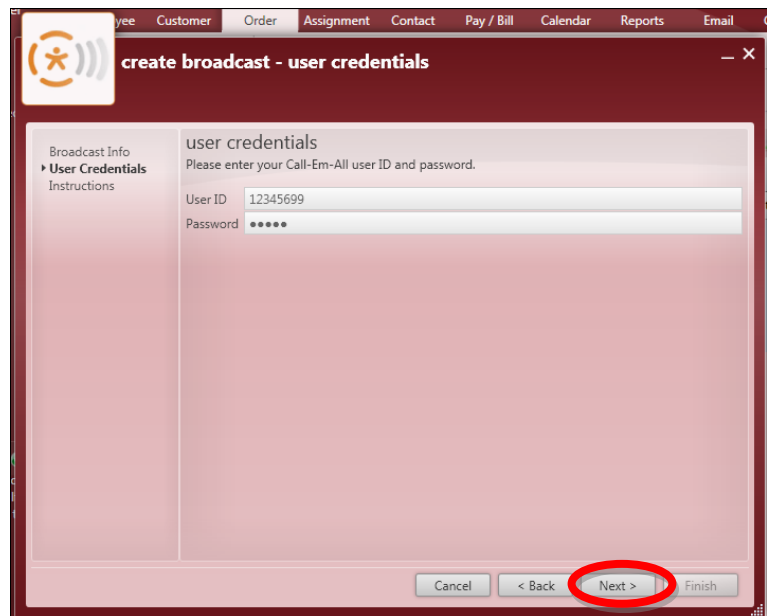
A broadcast can also be started from the **Order Candidates** form after candidates have been attached by selecting the **Employee(s)** (hold down the *Ctrl* to select multiple **Employees** or select the first line and then hold down the *Shift* and select the last line to select a group) and then clicking on the  button (as circled above).



When the  button is clicked from the **Employee Search** or **Order Candidate** forms the *Call-Em-All Broadcast Wizard* is opened to the *Create Broadcast – Broadcast Info* form. Enter the broadcast *Description* and select the *Broadcast Type* (“Survey” or “Announcement”). Then click *Next*.

\*Note – A “Survey” is a message that allows for the call recipients to select a numbered response to the broadcast message. An “Announcement” *Broadcast Type* is used when the call recipient doesn’t need to respond to the message.

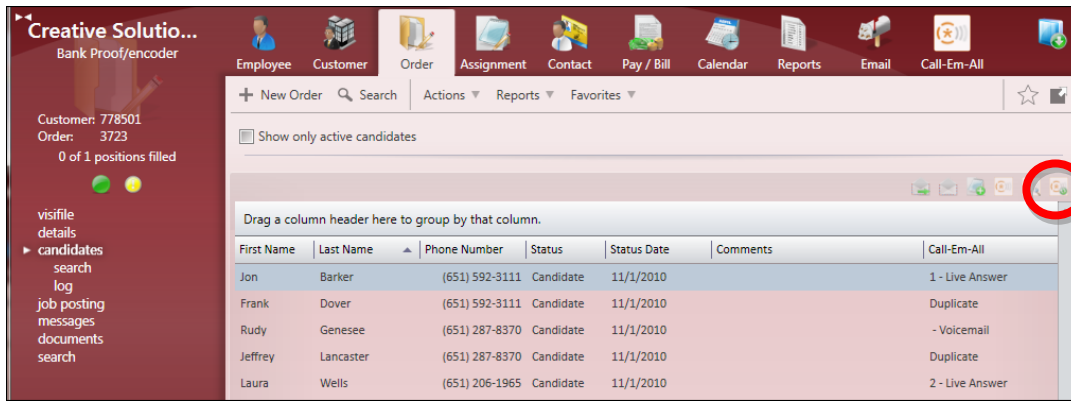
In the **Create Broadcast – User Credentials** form enter the *User ID* and *Password* for the Call-Em-All account that should be charged for this broadcast. Then click *Next*.




With the information from the **Create Broadcast – Instructions** form call the toll free number and enter the recording ID (highlighted in yellow) when prompted. Then record the message for when a call recipient answers and for when the call reaches a voicemail box.

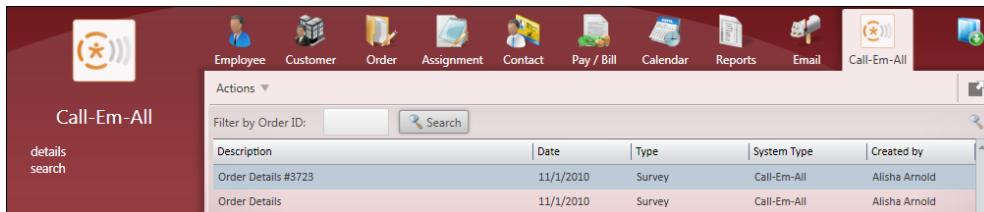
When the instructions are no longer needed click the *Finish* button to close the **Call-Em-All Broadcast Wizard**.


\*Note – When a "Survey" broadcast is being made you will need to clearly indicate in the message what the numbered responses are and inform the recipient that the *Star (\*)* key needs to be selected before their response.

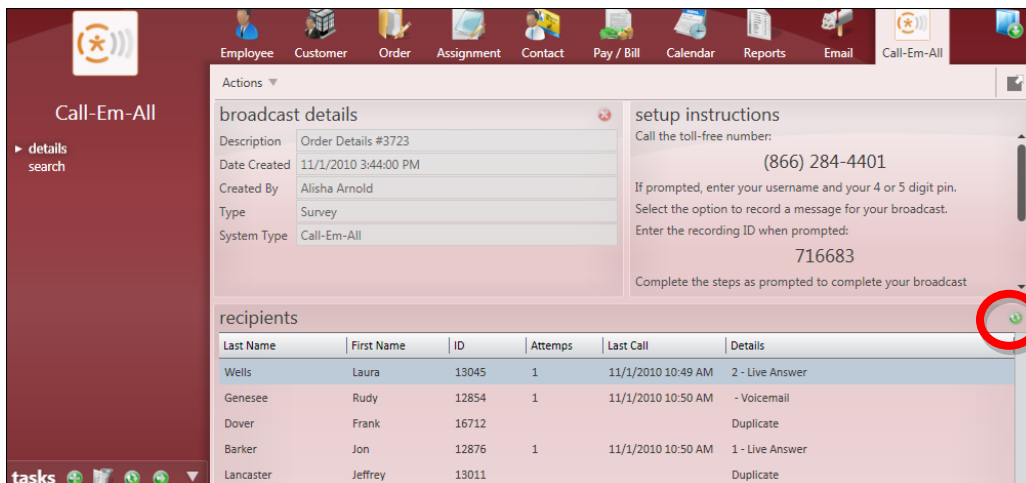


Once the broadcast has been made the **Candidates** form can be updated to display the results in the *Call-Em-All* column by clicking on the  button in the upper right (as circled). If the broadcast message was a "Survey" and the recipient answered the phone the results will display the number of their response followed by "Live Answer". If the message was picked up by a voicemail box the result will be "Voicemail". If the recipient's phone number is a duplicate of another number in the list the result will be "Duplicate".

\*Note – If a duplicate phone number is found amongst the list of broadcast recipients only the first recipient in the list will receive the message.



When the  button is clicked from the **Order Candidate** form or when *Call-Em-All* is selected from the tab menu at the top of the Enterprise **Main** screen the form above will be displayed. Double-click on the line for the broadcast to view the details for it (below).



To update the info in the *Details* column click on the  button in the upper right of the Recipients area.

### Still Have Questions?

For more information about Enterprise Call-Em-All Integration contact our customer support group at 877-452-0327 or by sending an email to [support@tempworks.com](mailto:support@tempworks.com).

To schedule training on utilizing the Call-Em-All functionality, submit suggestions on how to improve this document, or to request documentation on other Enterprise functionality please contact Alisha Arnold (Corporate Trainer) at 651-287-8370 or by sending an email to [Alisha@tempworks.com](mailto:Alisha@tempworks.com).

For pricing quotes on enabling the Call-Em-All functionality in Enterprise please contact your TempWorks sales representative directly or send an email to [sales@tempworks.com](mailto:sales@tempworks.com).