


15R1 Enterprise Call-Em-All Integration

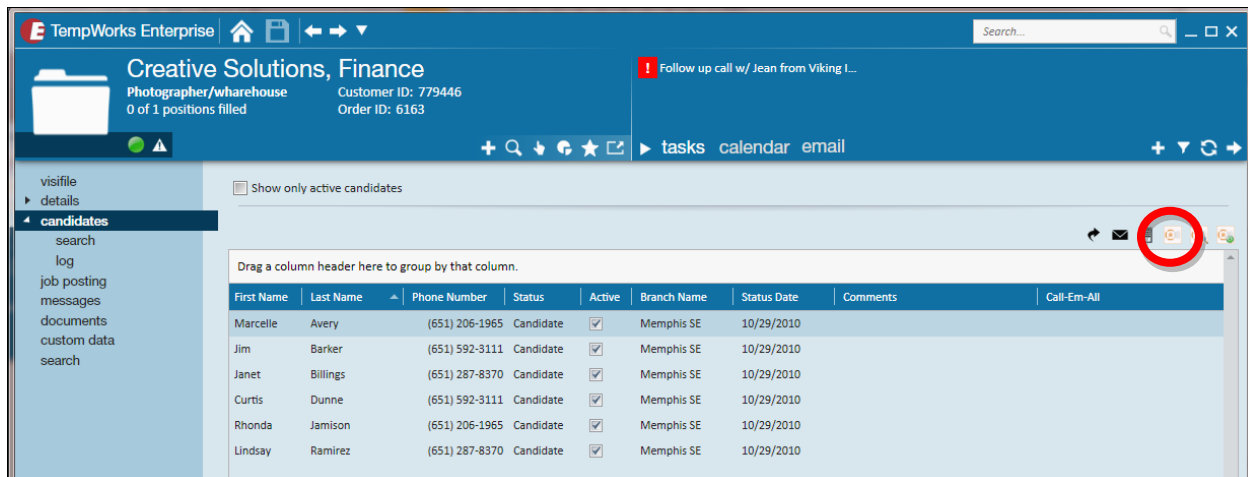
***Important** - The Enterprise Call-Em-All Integration functionality is not included with the “out of the box” TempWorks’ Enterprise software solution. It is an additional module that needs to be enabled for your system and will also require that an account be established with Call-Em-All, LLC at www.call-em-all.com.


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. At the top, the user profile for Rhonda Leeann Jamison is displayed, including her address (435 Main St., Indianapolis, IN 46201), ID (12962), and SSN (xxx-xx-8685). Below the profile, there are navigation tabs for 'tasks', 'calendar', and 'email'. The main area is the 'Employee Search' form, which includes search criteria for Last Name, First Name, SSN, ID, RepName, Branch, and Document Text. The search results are displayed in a table with columns: ID, Last Name, First Name, Branch, Phone, Is Acti..., Is Assi..., Last Message, and Zip Code. The results show 6 employees. A red circle highlights the 'Call-Em-All' button in the top right corner of the search results area.

ID	Last Name	First Name	Branch	Phone	Is Acti...	Is Assi...	Last Message	Zip Code
12616	Barker	Jim	Memphis SE	(651) 592-3111	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Available	55432
12962	Jamison	Rhonda	Memphis SE	(651) 206-1965	<input checked="" type="checkbox"/>	<input type="checkbox"/>	React	46201
16137	Dunne	Curtis	Memphis SE	(651) 592-3111	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
16148	Ramirez	Lindsay	Memphis SE	(651) 287-8370	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
16195	Avery	Marcelle	Memphis SE	(651) 206-1965	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
16441	Billings	Janet	Memphis SE	(651) 287-8370	<input checked="" type="checkbox"/>	<input type="checkbox"/>		17405

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).


create broadcast - broadcast info

► Broadcast Info
User Credentials
Instructions

broadcast info
Please fill out the following fields.

Description: Order Details #6163
Broadcast Type: Survey
System Type: Call-Em-All

Cancel < Back **Next >** Finish

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*.

create broadcast - user credentials

Broadcast Info
User Credentials
Instructions

user credentials
Please enter your Call-Em-All user ID and password.

User ID 12345699
Password *****

Cancel < Back Next > Finish

create broadcast - instructions

Broadcast Info
User Credentials
Instructions

recording instructions
Follow the instructions below to complete the broadcast setup.

Call the toll-free number:
(866) 284-4401

If prompted, enter your username and your 4 or 5 digit pin.
Select the option to record a message for your broadcast.
Enter the recording ID when prompted:
888112

Complete the steps as prompted to complete your broadcast recording.

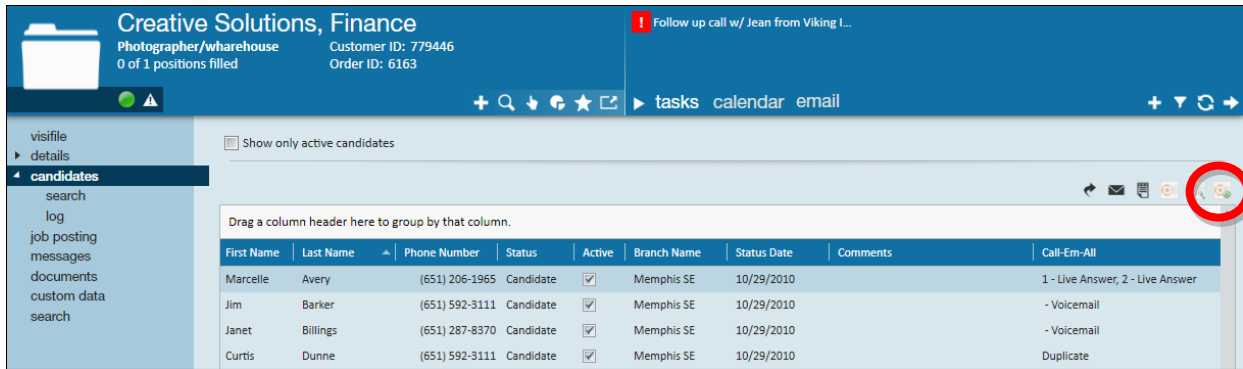
Job Description	
Shift	1
Order Note	
Pay Rate	20.0000


Cancel Finish

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.

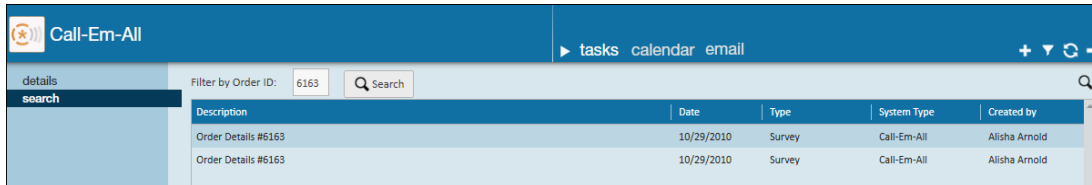
When the instructions are no longer needed click the *Finish* button to close the *Call-Em-All Broadcast Wizard*.


*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.

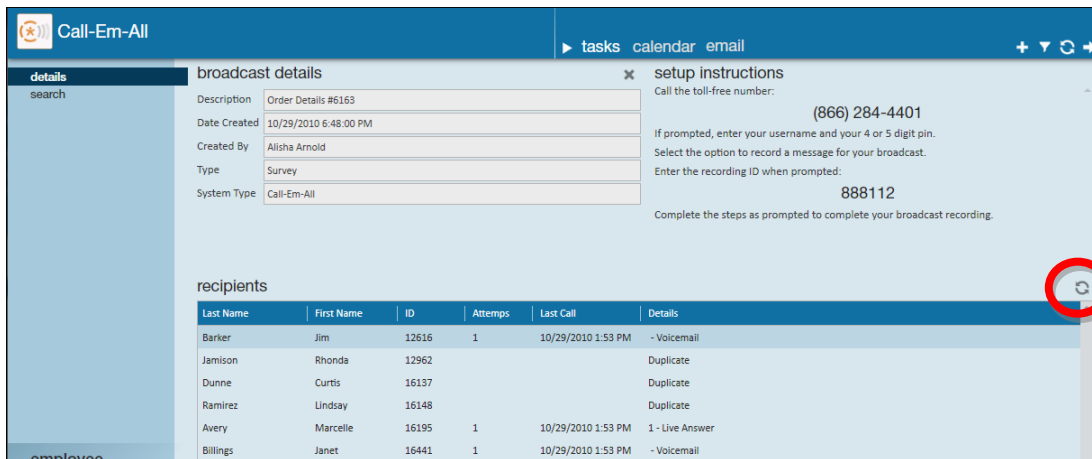


Once the broadcast has been made the **Candidates** form can be updated to display the results in the *Call-Em-All* column by clicking on the  button in the upper right (as circled). If the broadcast message was a "Survey" and the recipient answered the phone the results will display the number of their 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 **All Options** expansion menu in the lower left 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 651-452-0366 or by sending an email to 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 our Training Department at trainers@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.