Softworks
Works for your workforce!

Alerts and Workflow

Softworks Alerts and Workflow solution ensures you always have accurate, real-time employee information to hand so you can take appropriate action. The solution saves you time by automatically delivering information when and where it is needed and includes both triggered and timed alerts.

A secure and easy to use addition to the suite of Softworks workforce solutions, the Alerter Application enables you to set up any business rules, from simple to complex, based on the reporting structure needs of your organisation. Use the Alerter Application to remind yourself or your managers of approaching deadlines, to benchmark performance of one department against another, to improve decision-making and to save time.

At a Glance:

Delivers the right information to the right person at the right time.

A proactive management tool, the Alerter Application pushes messages and alerts to your managers and supervisors rather than waiting for them to react or remember to check absent or late employees etc.

Gives you access to the information you want.

Allows you to receive urgent, event triggered alerts or timed tasks regarding employee time keeping, overtime, absences etc. enabling you/managers to make important decisions immediately e.g. If an employee does not show for work by 9.30am, you can put steps in place to find a replacement staff member.

Enables reminders to be set:

Rules for triggered and timed alerts can be easily set up to remind you to set up return-to-work interviews, run weekly / monthly reports etc.

Streamlines and automates processes for you.

By delivering the information you need right to your desktop, you always have real-time information to hand. The Alerter Application automates tasks for you by responding to Time and Attendance events e.g. an absence and reacting to that event by sending an email or by generating a report. With Alerter, information is delivered immediately, so you can make informed decisions for today and tomorrow.

Encourages employee self-service.

Avoiding the "it would have been nice to know that beforehand" scenario, the Alerter Application gives employees and managers the ability to add, view and delete tasks for themselves, ensuring they always have access to the information that is important to them.

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Triggered Alerts & Timed Tasks

Triggered Alerts

A triggered alert enables an action to be taken when a particular event has occurred. Depending on your policies, you determine the actions because you know what information you want immediate access to. For example you may want to schedule an alert if and when:

- **Sickness absence increases** – Stay on top of your employee absence levels by tracking, for example, employees who are absent five or more Fridays in a given period.

- **Overtime increases** – Keep track of your costs by scheduling alerts when a department works more than 40 hours overtime in a given period.

- **Violations occur** – Ensure your organisation complies with legislation such as the Working Time Directive by receiving automatic alerts when clocking show a violation of the WTD.

- **Holiday balances expire** – Control the holiday balances of all your employees by scheduling alerts to highlight employees whose holiday balances have gone negative.

Timed Tasks

A timed task is a task that is configured to run at certain intervals e.g. daily, weekly, monthly etc. Among others, timed tasks can be used to automatically generate the following:

- **Punctuality checks** – Schedule reports to run at 9.30 to show all employees who have not clocked in for work. This can be a useful report for monitoring employees on probationary periods.

- **Monthly absence figures** – By receiving regular reports to your desktop you can be sure you will always have real-time absence costs to hand. Reports can also be scheduled to be sent to individual managers / supervisors.

- **Weekly overtime reports** – Help reduce your overtime costs by receiving regular updates which give you visibility of extra work undertaken.

- **Other reports** – Check for employees who have missed their lunch break, worked outside their shift, worked on a rest day, have an odd number of clockings or missed clockings etc.

Features

- Can be integrated with other Softworks products to prompt managers to check for doctors notes or to carry out return-to-work interviews or send reminders to do so.

- Enhances the Softworks range of solutions as a pro-active Time & Attendance solution.

- Offers security – security selection and profile for users will be respected within the generation of tasks.

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