

What Does a Call from Absence Management Sound Like?

- Updated - September 11, 2018

This article indicates the script used by absence management to offer jobs to qualified and available substitutes over the phone. Our calling system uses an Interactive Voice Response (IVR). This article details the primary script that the absence management IVR (herein after referred to as absence management) follows. There are many variations of this menu path depending on the absence details, the sub's permissions, and the district settings.

First, absence management calls the substitute. The substitute must answer the phone by saying "Hello." This causes absence management to begin the message (it is voice-activated). If the substitute has already made his/her "Name" Voice-Recording, absence management says:

"Hello! I am calling for [substitute's name]. If you are interested in a job today, press 1 now. To prevent further calls today, press 2 now. If the substitute that I'm trying to contact is unavailable, press 3 now. To prevent absence management from ever calling you again, please press 9."

Or, if the substitute that absence management is calling has not yet made his/her "Name" Voice-Recording, absence management says:

"Hello! I am calling to request a substitute. If you are interested in a job today, press 1 now. To prevent further calls today, press 2 now. If the substitute that I'm trying to contact is unavailable, press 3 now. To prevent absence management from ever calling you again, please press 9."

If someone other than the substitute answers the telephone, that person can press '3'. If '3' is pressed, absence management says:

"If I should call back later today, press 1. If I should NOT call back later today, press 2. If you would like me to wait for twenty seconds while you attempt to locate this person, press 3."

If the substitute answers the telephone and presses '1' in response to the prompt, "If you are interested in a job today, please press 1," absence management says:

"I'm calling on behalf of [school district name] for an assignment at [school name]. Please enter your PIN Number, followed by the # key."

The substitute then enters their PIN Number, followed by the # key. At this point, if there are any "Substitute Notifications" for this substitute, absence management plays them. Otherwise, absence management continues with the job offer, stating:

"This is a [# of days] assignment at [school name] for [employee name and title], starting at [absence start date and time], ending at [absence end date and time]. The substitute should report to [employee room]. To accept this assignment, please press 1. To hear this again, please press 2. To reject this assignment and allow for additional phone calls, please press 3. To reject this assignment and prevent additional calls today, please press 4."

If the substitute "accepts" the job by pressing 1, absence management reads the "Confirmation Number" to the substitute.