

ABSENTEE REPORTING

Tracking and gaining insight into the root causes of your employees' unscheduled absences is essential in any business. Stericycle Communication Solutions' auditable interactive voice recording (IVR) and live answering services track employee activity to help you manage absenteeism.

Our live agents document the reason for every call and complete the appropriate paperwork to ensure you have the information to keep your employee absentee records up-to-date and auditable.

FEATURES

- Dedicated toll-free number for employees to use for reporting absence or tardiness
- Customized call flow protocols
- 24/7/365 availability for both live agent response and IVR
- Call recordings for quality assurance and auditable verification
- Secure real-time online access to call information



USES

- Incidence of absence
- Type of absence
- Reason for absence
- Individual employee absence history
- Average duration of absence
- Cost of absences

BENEFITS

Stericycle's absentee reporting service allows you to:



Be proactive in terms of back-filling



Track absentee incidence and reasons



Compliance for unionized employees



Complete appropriate documentation



Track vacation and sick days



Streamline absentee process



To learn more about absentee reporting solutions, visit stericyclecommunications.ca or call Stericycle Communications Solutions at 1.800.218.5855.