Crew Command

“Calling All Crews!”
Highlights

• Can call from a list of employees until achieving a desired number of YES responses

• Can Use up to four (4) phone numbers per employee
Highlights

- Can utilize more than one (1) phone line
- Logs all responses
- Shows no favoritism
Minimum Employee Data

• Unique Employee ID
  – If numeric, it can satisfy the PIN value

• PIN Value Needed for:
  – Incoming response feature
  – Validation of respondents

• One (1) Phone Number
Suggested Employee Data

• Employee Name
• District Field
• Job Description/Classification
• One (1) additional phone field
Expanded Employee Data

- Four (4) total phone fields
- Overtime Hours
- Call Priority
Keeping Up-to-Date Employee Data

- Within application
- Scheduled Import
- Direct connect to employee data source
Defined Crew Lists

- Predefined lists of employees
  - Employee can be on multiple Defined Crews
  - Unlimited number of lists can be stored

- Callout order
  - Choose from 1 of 4 employee data fields
  - Last Call Time
  - Total Calls
  - Last Accept
Creating a Defined Crew List

Select and Click Add!
Activating a Callout

1) Select **Crew to Call**
2) Enter # of **Yes** responses desired.
3) Click **Accept**.
Setting Up Who NOT to Call

- Employees not available to work
  - Sick
  - Vacation
  - Extended Leave
  - Rest Time
- In Advance
  - **WHEN** the information is known
- Multiple instances per employee
Setting Up Who NOT to Call

- Employees (single or group) at work
  - Holdover Crews
  - Volunteer Employees
Know Who is Working
Overcome Implementation Challenges

• Start by understanding current processes
  – By District
  – By Department
  – By System Operator
  – By Field Request

• Document Current Processes

• Create Standard Operating Procedures
Use it! Don’t Wait for an Emergency.

• Use it often.
  – Call employees for additional help
  – Alert employees of upcoming events

• Familiarize employees with the system.
  – System operator
  – Employee
  – Employee’s family
Features of Crew Command

• System operator can select which crew to call with a few clicks of a mouse. The IVR begins calling individuals for the crew.
• The IVR can dial several numbers in succession or leave a crew member a page
• A permanent record is retained of each employee’s response to the call-out
Features of Crew Command

• System operator controls the order and timing of the calls, whether placed immediately or at some specific time in the future.
• The software can be operated from multiple locations.
• The IVR system can use various languages and handle a large number of call-outs simultaneously.
Features of Crew Command

• The callout information is archived for reporting and documentation purposes.
• The system maintains an unlimited number of crew lists from which to call.
Questions . . . .

• Jeff Gilbreath, Trainer
  jeff.Gilbreath@milsoft.com
  325.794.6711

• Tech Support
  – techsupport@milsoft.com