



# UKG TeleStaff Cloud for Complex Scheduling Meeting the Unique Scheduling and Communication Needs of Complex Staffing Environments



When it comes to scheduling employees, paper-based or semiautomated processes and communications just aren't sufficient to manage complex schedules and communication requirements.

As well as being inefficient, nonautomated processes can negatively impact safety, compliance, productivity, and revenue; lower morale; and burden managers with hours spent on paperwork and manual calling that could be better spent focusing on higher-priority work.



# Enter UKG TeleStaff Cloud

The UKG TeleStaff™ Cloud solution uses intelligent, rules-based automation to create schedules that align employee qualifications, certifications, availability, and even required skill sets — all while adhering to organization, union, and HR rules and policies.

The result? Complex demands are met with schedules that balance the needs of both the organization and the employees, ensuring optimal coverage by staffing the right people in the right place at the right time.

## The top five reasons you need UKG TeleStaff Cloud:



Decrease scheduling complexity while managing compliance and safety risk



Communicate quickly, intelligently, and reliably for immediate action



Increase employee engagement and productivity



Provide fairness and transparency



Control labor costs

# Scheduling

## Simplify complex scheduling and minimize compliance and safety risk

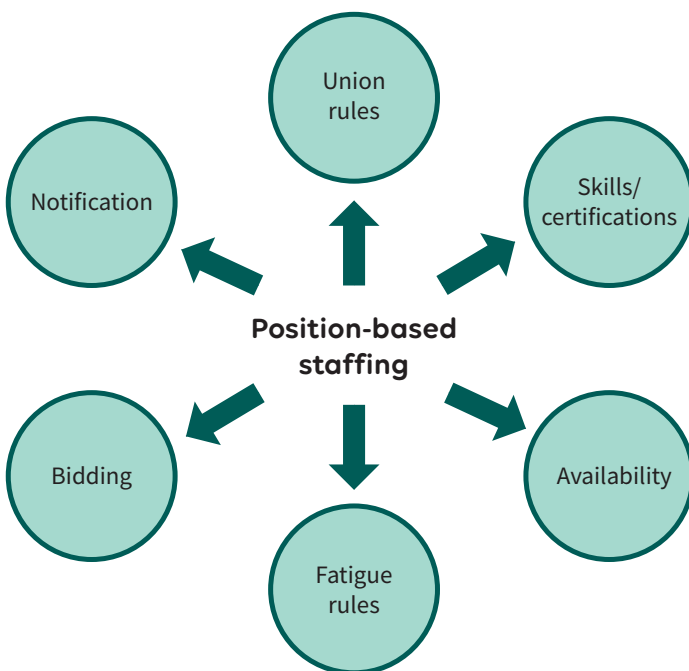
With UKG TeleStaff Cloud, you can create and maintain labor schedules that support multiple shifts and rotating positions as well as impromptu work while ensuring adherence with your organization's unique union, HR, and fatigue rules. You can automatically schedule the right employees based on skill set, certification, qualification, and availability to help ensure compliance and enhance safety.

UKG TeleStaff Cloud also gives employees direct access to their schedules. They can expedite tasks such as shift trades and time-off requests and even bid for preferred shifts, vacation time, and overtime. This helps streamline and shorten approval processes while improving morale.

In addition, UKG TeleStaff Cloud makes fatigue management easier with schedules that take limitations on scheduled hours or job rotation into consideration — helping to minimize compliance risk and ensure that the right employees are scheduled safely.

### UKG TeleStaff Cloud provides the tools and visibility you need to:

- Produce effective schedules and rosters based on your unique needs and rules
- Put the right person in the right place at the right time
- Minimize compliance and safety risk through rules-based automation
- Maintain minimum staffing levels based on service-level agreements



UKG TeleStaff Cloud is specifically built to manage complex staffing and communication requirements.

# Communications

## Connect quickly, intelligently, and reliably for immediate action

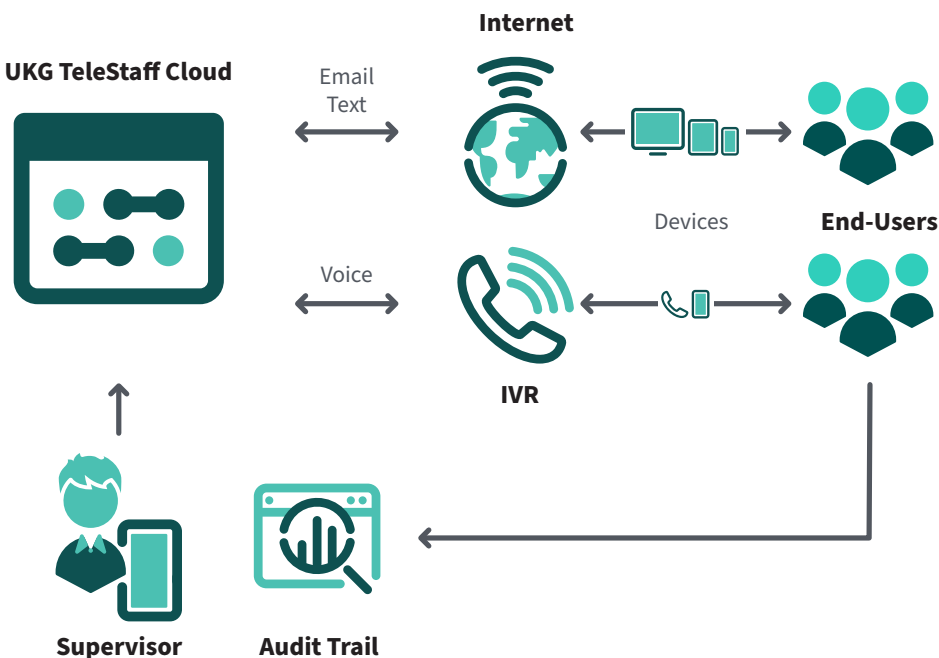
Whether for day-to-day or impromptu work, a fast and reliable notification system to fill positions, conduct recall, or relay important messages is critical for any organization.

UKG TeleStaff Cloud intelligently finds the best-fit employees to notify and then sends voice, text, or email notifications for you using a built-in, state-of-the-art interactive voice response (IVR) system. This frees managers from this burdensome task, so they can address the critical work at hand.

Notifications can be sent to individuals or groups for open shifts, overtime opportunities, or vacation, allowing for immediate employee response. And the system tracks it all, creating a complete audit trail of who was contacted, the type of contact made, when the contact was made, and more.

### UKG TeleStaff Cloud opens the lines of communication:

- Integrates built-in communication capabilities with scheduling functionality
- Makes the right contact based on the situation
- Supports bidirectional exchange of information
- Sends voice, text, or email notifications
- Provides an audit trail of all outbound communications and employee responses



UKG TeleStaff Cloud finds, notifies, and schedules the best-fit resources for you using built-in communication capabilities.

# Fairness and Transparency

## Make sure your schedules are always equitable and impartial

With UKG TeleStaff Cloud, you can create schedules and allocate shifts, vacations, and overtime work in a manner that's fair and equitable while adhering to all union mandates, HR policies, and organization rules. Every staffing decision is validated against the rules to enforce fairness and impartiality.

Overtime controversies in particular can be eliminated when overtime is allocated according to your qualifiers and rules. Whether your organization allocates overtime by who has the least amount or by seniority, UKG TeleStaff Cloud accommodates your policies to help make the process fair and transparent.

In addition, UKG TeleStaff Cloud delivers whenever, wherever access to employees — via mobile, laptop, or desktop applications — for greater insight into scheduling practices and processes.

### UKG TeleStaff Cloud delivers easy, single-source access to real-time information:

- Automatically enforces all union mandates, HR policies, and department rules
- Empowers officers with self-service access to schedules, accrued time-off balances, bidding, and more
- Increases visibility into abuse trends for taking corrective action

**UKG TeleStaff Cloud**  
Roster Report [08/24/2021]  
Limits: Institution: Houston Airport System

Operations / Administration / HAS Administrator Shift						
Classification	ID	Name		From	Through	
<b>Administration Office / Administration Office</b>						
Administration	00015	Backes, Jess J.	REG	07:00	15:00	8
Administration	9983838	Salazar, Paul	REG	07:00	15:00	8
Administration	17206	Dalton, Jimmy D. (LESP)	REG	07:00	15:00	8
<b>Operations / Maintenance / Morning</b>						
Classification	ID	Name		From	Through	
<b>MAINT Shift 1 / Supervisors Shift 1</b>						
Supervisor	3223	Beam, John	REG	06:00	14:30	8.5
Supervisor	00047	Espinosa, John J.	REG	06:30	15:00	8.5
Classification	ID	Name		From	Through	
<b>MAINT Shift 1 / Terminal A Shift 1</b>						
Equipment Operator 1	00066	Waelder, David D. (LESP)	✓ REG	06:00	14:30	8.5
Equipment Operator 1	00098	Wilsey, James L.	REG	06:30	15:00	8.5
Equipment Operator 2	00099	Albers, Ronald C.	REG	06:30	15:00	8.5
Equipment Operator 2	00140	Casson, Michael M.	✓ REG	06:00	14:30	8.5

# Managing Labor Costs

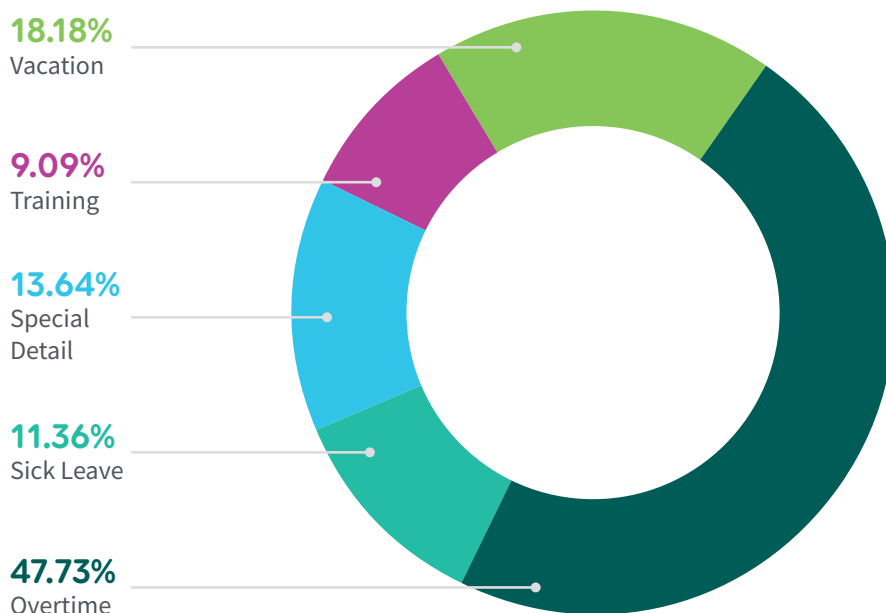
## Streamline processes, optimize resources, and gain valuable budget visibility

Labor is one of the largest expenses for most organizations. You must be able to create precise, error-free schedules; track all labor costs; and contain and reduce overtime to stay on budget.

Error-free UKG TeleStaff Cloud schedules minimize costly over- and understaffing that can result in unplanned overtime expenses. You can also track, analyze, and report on all labor data across your organization to improve planning, to identify trends, and to forecast and justify your future budgeting needs.

### UKG TeleStaff Cloud scheduling helps you manage costs and gain visibility into operations:

- Eliminates costly scheduling errors by identifying and avoiding over- and understaffing
- Pre-approves or suppresses overtime to help control costs
- Measures usage and tracks and reports on all labor costs by a variety of factors



With the UKG TeleStaff Cloud Summary Report, you can obtain insight into your labor activities and costs and uncover patterns across your organization.

# Employee Engagement and Productivity

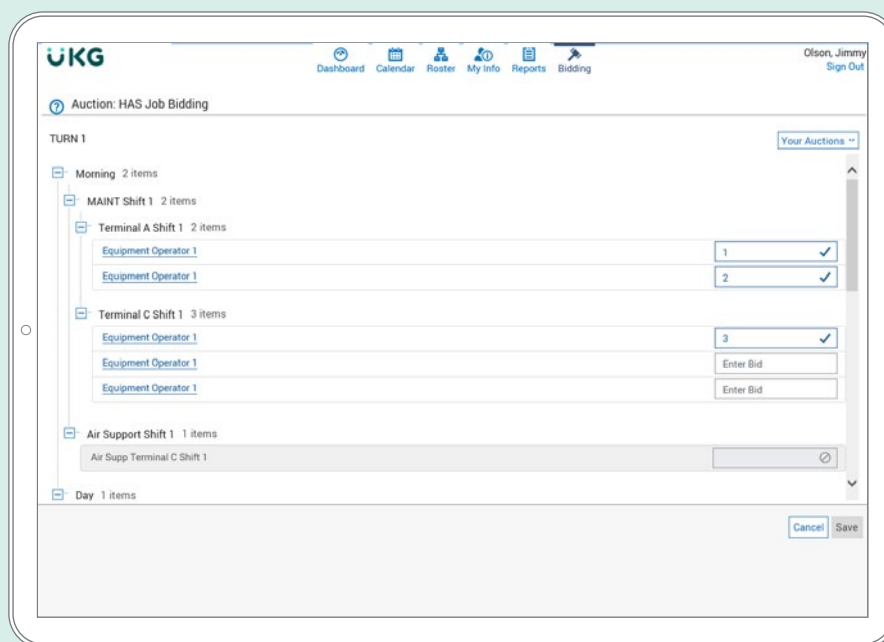
## Free up command staff and give employees more control

UKG TeleStaff Cloud lets you successfully automate all the processes related to scheduling and workforce management for your entire organization — from the managers in charge of scheduling to your employees in the field. It's truly a win-win scenario: The system helps free up managers' time while empowering employees with more control over when and where they work.

Complex, time-consuming scheduling processes are streamlined to reduce managers' administrative workload. UKG TeleStaff Cloud allows open and efficient communications across the entire organization for enhanced decision making and productivity — and provides employees with greater visibility into shift, position, vacation time, and overtime bidding.

## UKG TeleStaff Cloud automates scheduling and other tasks:

- Frees command staff for more valuable activities
- Rewards employees with more control over schedules and bidding
- Minimizes noncompliance risk by centralizing the bidding process



UKG TeleStaff Cloud automates position, shift, and vacation bidding, freeing up command staff time and boosting employee engagement.



# Core Enterprise System Integration

## A solution that works seamlessly with your core technology

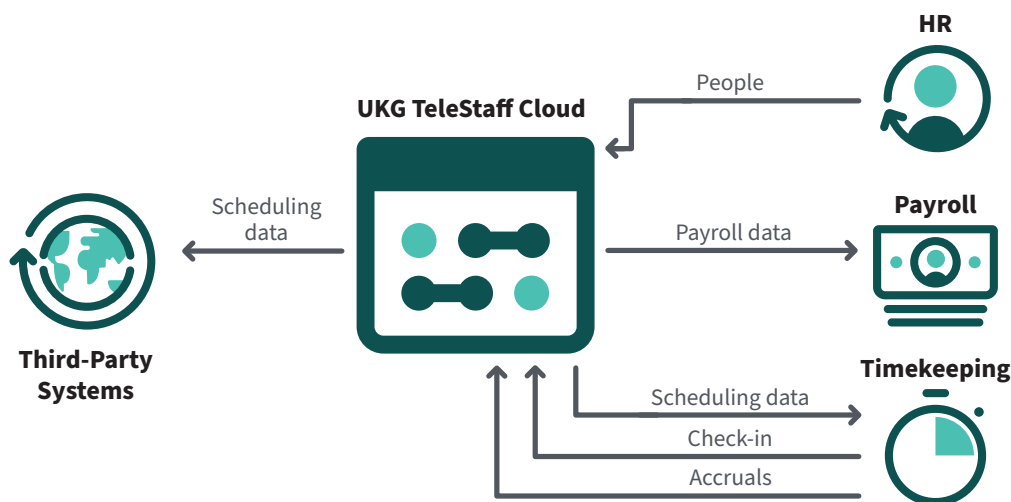
UKG TeleStaff Cloud offers powerful interface tools to integrate with virtually any HR, payroll, timekeeping, and other third-party systems you may be using. You can easily exchange employee, payroll, schedule, and timekeeping data to save time, increase data accuracy, and improve workforce efficiency.

For organizations that want to integrate scheduling and timekeeping from a single vendor, UKG TeleStaff Cloud integrates seamlessly with other UKG® solutions to provide a comprehensive platform of timekeeping, workforce management, talent management, and HR/payroll capabilities.

Through bidirectional integration, schedule, employee, accruals, and punch data are automatically synced across the systems. You can also easily view accrual balances from your workforce management system in UKG TeleStaff Cloud, and easily export payroll data to payroll systems.

### UKG TeleStaff Cloud integrates with a wide range of systems:

- Easily interfaces with third-party HR/payroll, CAD, and RMS systems
- Syncs seamlessly with other UKG systems
- Saves time, increases data accuracy, and improves efficiency



Easily integrate UKG TeleStaff Cloud with your existing systems and share real-time data across multiple departments.

Disclaimer: UKG does not provide a tool to transport data between systems. Third-party vendors must map data to UKG's format.

# Detailed Reporting

## Gain actionable insight into your workforce for better decision making

UKG TeleStaff Cloud provides built-in, real-time reports with the most requested and recommended metrics — as well as a reports builder that allows you to create custom reports based on precise data. Key reports include:

### Multiday Roster Report

See who is working and not working within a date range; analyze and control minimum staffing levels at a glance; realign resources to control overtime costs; and easily schedule trainings and meetings.

### Accrual Report

Displays all employee names with organization-defined accrual codes showing each employee's balance, earned/remaining hours, and taken/in-period hours.

### Cost Report

Displays the estimated costs associated with each work code used over a given date range.

### Expirations/Certification Warning Report

Tracks specialty expiration dates and displays other types of expiring activities and documents, such as physical exams and driver's licenses.

### Payroll Report

Shows how many hours of each organization-defined pay code are used during a user-defined payroll period.

### UKG TeleStaff Cloud delivers the real-time data you need to:

- Access extensive labor and management reports for better decision making and in-depth insight into operations
- Create custom reports using built-in tools
- Export reports to HTML and XML formats
- Schedule and email reports to keep managers up to date



# Technology and Deployment

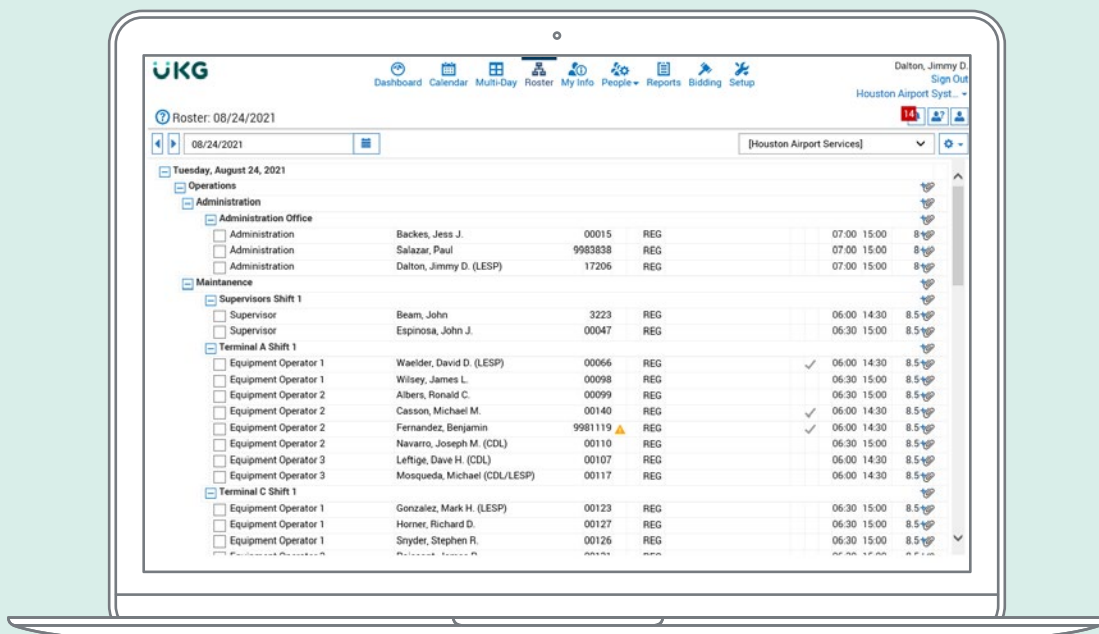
## A modern SaaS solution

UKG TeleStaff Cloud is a modern SaaS solution hosted on the Google Cloud. It provides best-in-class security, scalability, and reliability for maximum peace of mind. Backed by UKG's comprehensive maintenance and support, the solution empowers organizations to reach their full potential.

As a fully web-based platform, UKG TeleStaff Cloud seamlessly operates on any HTML5-enabled web browser. Its responsive user interface intelligently adapts to various screen sizes across a wide range of devices — from mobile to laptop to desktop — ensuring a user experience marked by simplicity and efficiency.

## UKG TeleStaff Cloud supports your technology needs today and tomorrow:

- 100% web-based solution utilizing HTML5 technology
- Employs a responsive user interface and simplified workflow for users
- Provides a flexible yet powerful architecture



## About UKG

At UKG, our purpose is people.® As strong believers in the power of culture and belonging as the secret to success, we champion great workplaces and build lifelong partnerships with our customers to show what's possible when businesses invest in their people. One of the world's leading HCM cloud companies today, UKG and our Life-work Technology approach to HR, payroll, and workforce management solutions for all people helps more than 80,000 organizations around the globe and across every industry anticipate and adapt to their employees' needs beyond just work. To learn more, visit [ukg.com](https://ukg.com).

Put UKG to work for you:  
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**Our purpose is people**

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