



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



When it comes to staffing 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

The UKG TeleStaff™ 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:



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.

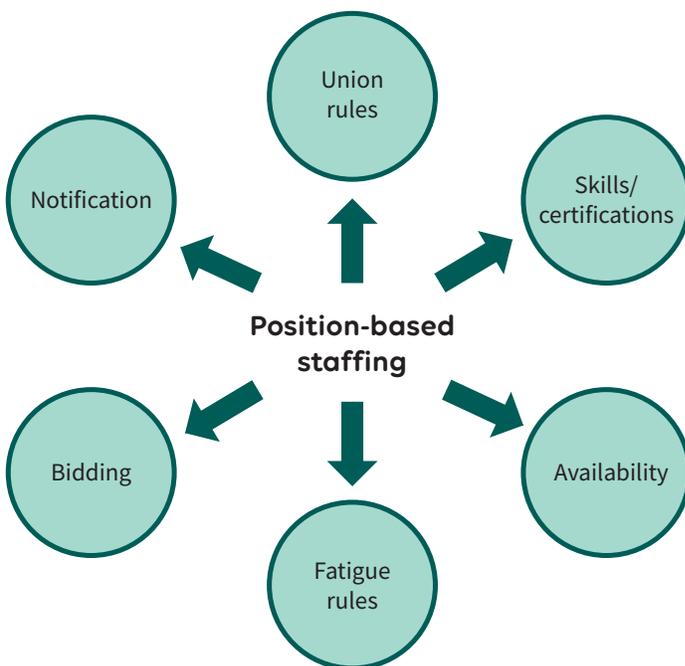
With UKG TeleStaff, you can create and maintain labor schedules that support multiple shifts and rotating positions as well as impromptu work while ensuring adherence with your organization's unique union, HR, and fatigue rules. You can automatically staff the right employees based on skill set, certification,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

UKG TeleStaff 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 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 staffed safely.

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

# Communications

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

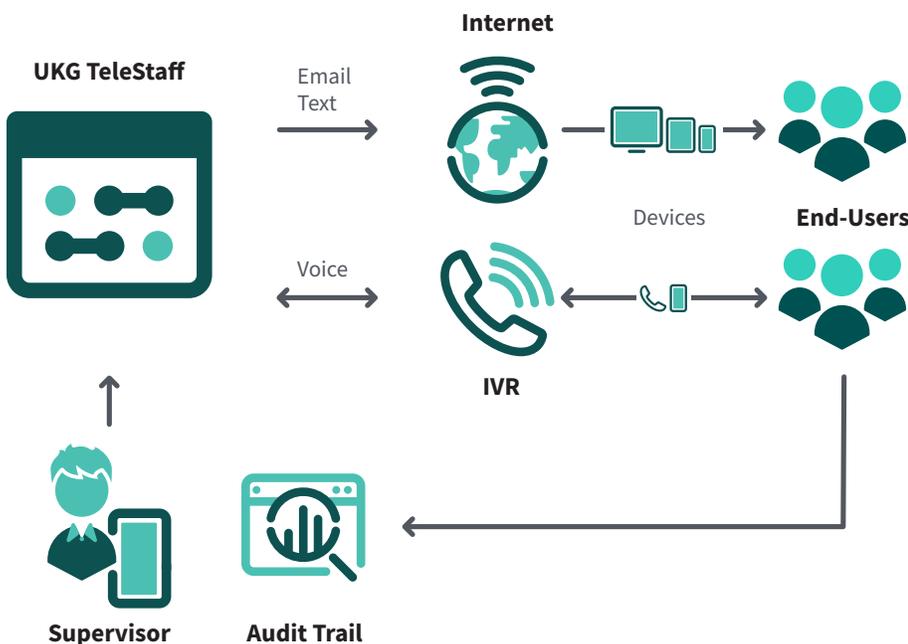
Whether for day-to-day or impromptu work, a fast and reliable notification system to fill positions, conduct recall, or relay important messages is critical for any organization.

UKG TeleStaff 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 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 finds, notifies, and staffs 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, 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 accommodates your policies to help make the process fair and transparent.

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

### UKG TeleStaff 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**  
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
<b>MAINT Shift 1 / Terminal A Shift 1</b>						
Classification	ID	Name		From	Through	
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

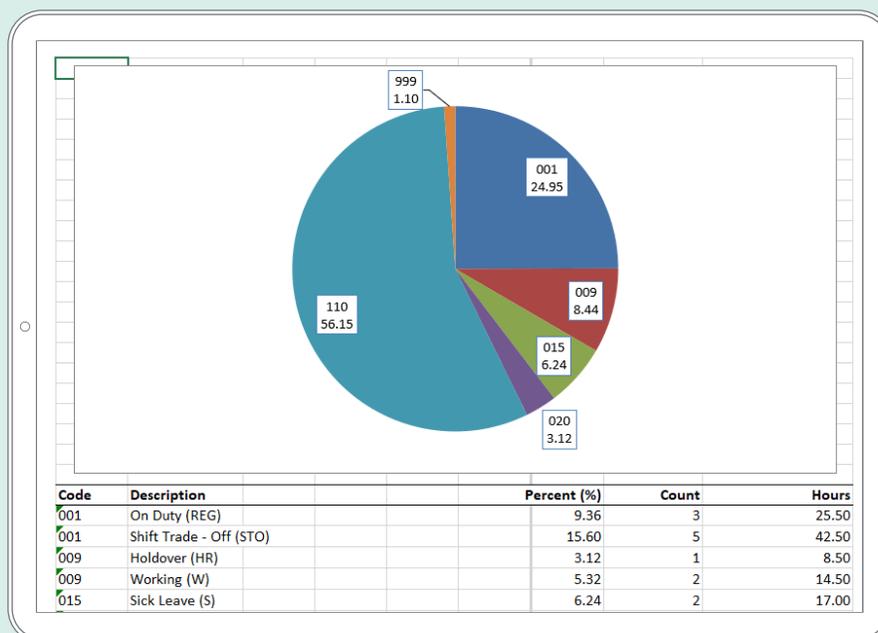
## Streamline processes, optimize resources, and gain valuable budget visibility.

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 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 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



# Employee Engagement and Productivity

## Free up command staff and give employees more control.

UKG TeleStaff 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 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 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

The screenshot displays the UKG TeleStaff interface for an auction titled "Auction: HAS Job Bidding". The user is identified as "Olson, Jimmy" and is signed out. The interface shows a navigation menu with options: Dashboard, Calendar, Roster, My Info, Reports, and Bidding. The main content area is titled "TURN 1" and includes a "Your Auctions" dropdown menu. The auction items are organized into a tree structure:

- Morning** (2 items)
  - MAINT Shift 1** (2 items)
    - Terminal A Shift 1** (2 items)
      - Equipment Operator 1: Bid 1 (checked)
      - Equipment Operator 1: Bid 2 (checked)
    - Terminal C Shift 1** (3 items)
      - Equipment Operator 1: Bid 3 (checked)
      - Equipment Operator 1: Enter Bid
      - Equipment Operator 1: Enter Bid
  - Air Support Shift 1** (1 item)
    - Air Supp Terminal C Shift 1: Enter Bid
- Day** (1 item)

At the bottom right, there are "Cancel" and "Save" buttons.

UKG TeleStaff 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.

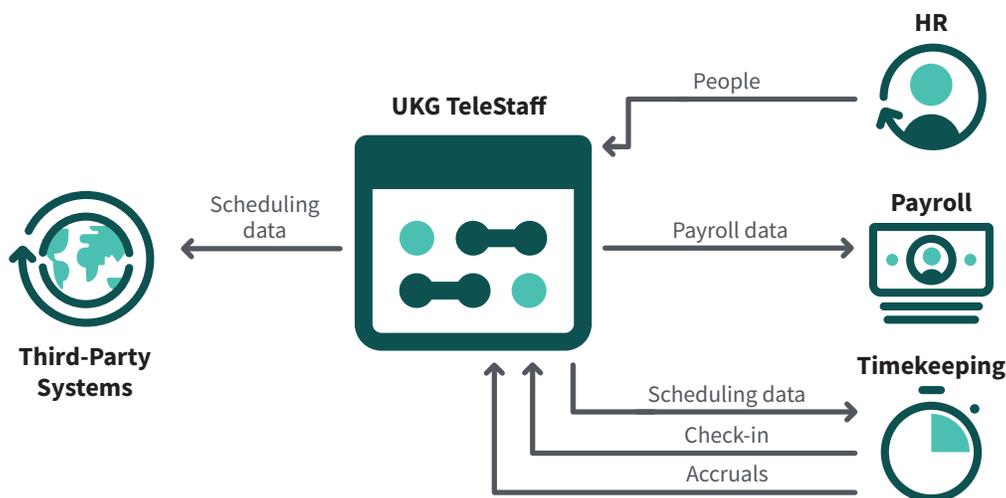
UKG TeleStaff offers powerful interface tools to integrate with virtually any HR, payroll, timekeeping, and other third-party systems you may be using. You can easily exchange employee, payroll, schedule, and timekeeping data to save time, increase data accuracy, and improve workforce efficiency.

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

Through bidirectional integration, schedule, employee, accruals, and punch data is automatically synced across the systems. You can also easily view accrual balances from UKG Workforce Central, UKG Ready, or UKG Dimensions in UKG TeleStaff, and easily export payroll data to payroll systems.

### UKG TeleStaff 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 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 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 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

An effective solution that is easy to install, maintain, and own.

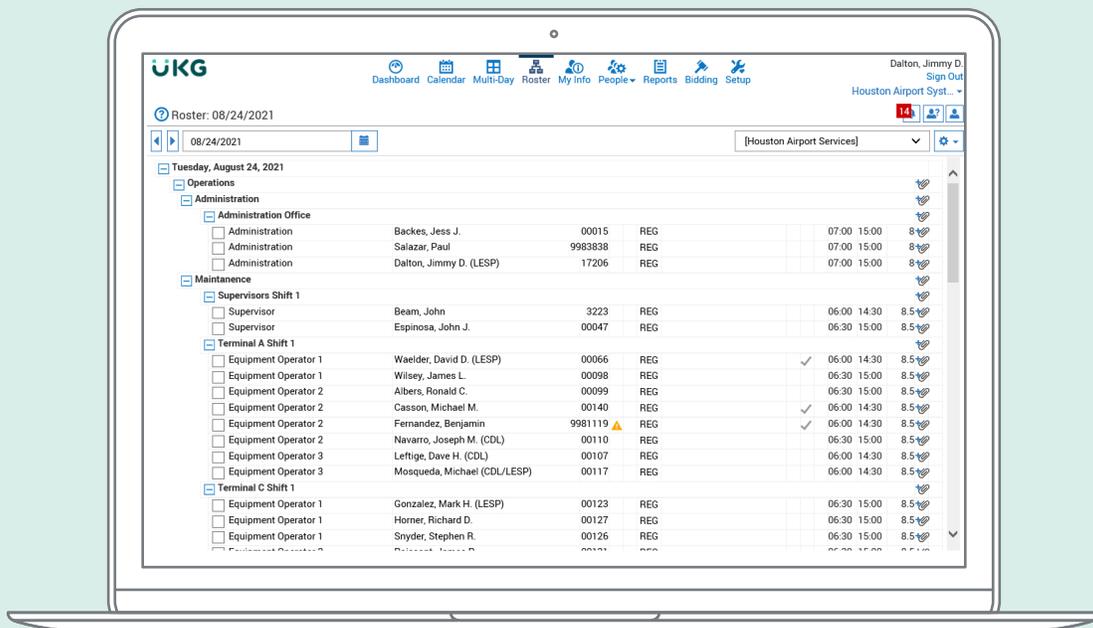
While UKG TeleStaff is designed to help you improve your scheduling efforts and results, it is also built on a flexible yet powerful architecture that supports vertical and horizontal scalability, failover, clustering, and load balancing.

As a 100% web-based solution, UKG TeleStaff works in any HTML5-enabled web browser. Through a responsive user interface design, it easily adapts to different screen sizes across various devices — mobile, laptop, and desktop — and delivers a simplified workflow for users. No browser plug-ins or add-ons are required to use UKG TeleStaff, which simplifies deployment and support complexities. This flexible architecture allows organizations to segregate system functions across multiple servers.

UKG TeleStaff also supports the most popular databases. It uses a leading-edge system for its interactive voice recognition component, and offers software as a service (SaaS), UKG private cloud, and on-premise deployment options.

**UKG TeleStaff 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
- Meets IT requirements for a highly available and easy-to-maintain application



## About UKG

At UKG (Ultimate Kronos Group), our purpose is people™. Built from a merger that created one of the largest cloud companies in the world, UKG believes organizations succeed when they focus on their people. As a leading global provider of HCM, payroll, HR service delivery, and workforce management solutions, UKG delivers award-winning Pro, Dimensions, and Ready solutions to help tens of thousands of organizations across geographies and in every industry drive better business outcomes, improve HR effectiveness, streamline the payroll process, and help make work a better, more connected experience for everyone. UKG has more than 13,000 employees around the globe and is known for an inclusive workplace culture. The company has earned numerous awards for culture, products, and services, including consecutive years on Fortune's *100 Best Companies to Work For* list. To learn more, visit [ukg.com](https://ukg.com).

Put UKG to work for you:

+1 800 850 7374 | [ukg.com/telestaff](https://ukg.com/telestaff)



Our purpose is people

Connect with us online @UKG.com

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