

# Telephony

## NEED A SECURE PRIORITY CONTACT SYSTEM?

CRT's Interactive Voice Response system captures data from telephone keypad entry and voice recognition. We offer both inbound and outbound dialing options. No need to worry about your data wandering around in cyberspace. IVR confirms customer actions, verifies existing information and collects new data, all with an easy-to-use, reliable and cost-effective system. Everyone has a phone!



- Voice Talent On-Staff
- 99.9% Uptime
- User Friendly – No Complicated Menu
- Confirm Customer Actions
- Collect & Verify Data
- Phone Number Validation
- Priority Contact System

# Telephony – S.N.A.P.

## SHORT NOTICE ABSENTEE PROGRAM - SNAP

In the health care industry, **6.35% absenteeism in nursing is non-predictable and requires significant intervention to achieve proper levels of continuity.**

Research shows that hospitals spend 4-7 hours a day, on the phone, calling in replacements.

Is this a headache for you? Do you scramble to find replacements?

Does your staff spend too much time calling replacements?

Sound familiar? .....SNAP is your answer!

Only SNAP provides a timesaving and cost saving way to improve staffing efficiency.

### BENEFITS

Manage last minute changes  
Eliminate manual call- out process

Manage overtime costs  
Use rules-based selection

Call large numbers of staff in an emergency  
Use YOUR scheduling system

Custom designed  
Collect data for compliance reporting

SNAP helps insure the optimum level of the highest quality staff to provide patient care and safety by contacting the right people at the right time.

**SNAP is the equivalent of several people, working 24 hours a day, 7 days a week, 365 days a year for less than the cost of one person for one year**

**Using Site specific business rules and resource profile –  
SNAP generates a call list to fill vacancies in shifts**

