



VoiceAttend by twl

TECHNOLOGY WITH LOGIC

VoiceAttend is a call handling solution designed specifically for the education sector. It is an in-house solution that is easy to install and simple to use. VoiceAttend is used by teachers and administration staff to deal with many different issues including truancy, bullying and routine communication to the school. It is modular in design thus allowing you to pick the exact functionality you require.

After registration has been taken, details of unauthorised absences are entered on to VoiceAttend. This can be done manually or by integrating with existing MIS systems.

VoiceAttend then analyses this information, identifies all "unauthorised absences", and informs parents or guardians that their child was not at registration, either by a telephone call, by text message or by email.

VoiceAttend can store up to seven contact numbers per pupil. The call starts with a brief introduction of who is calling, who the message is for and

asks the parent/guardian if they wish to accept the call. If they do not accept, the call stops.

If the call is accepted, the message continues to inform them that their child was not at registration and provides an option for parents/guardians to leave a message to explain why, or to speak with a member of staff.

VoiceAttend is totally flexible, allowing schools to control many features, such as script content and the frequency of calls. VoiceAttend also generates a variety of reports; all managed via an easy to use web-based interface.

Automate the process of calling parents regarding their child's absence.

Encourage pupils to report bullying.

Give staff the option to record calls as necessary.

Distribute text messages to staff, parents or pupils.

Manage routine calls using an automated call handling system.

Provide all staff with a function-rich mailbox for important messages.

www.twlvoiceanddata.co.uk/VoiceAttend

0800 2 300 590



Call recording

By dialling a simple prefix before dialling an actual telephone number, **VoiceAttend** records the call you are making. The call is then turned into a .WAV file that can be stored or emailed. Also, depending on the telephone system being used, you may also be able to start recording calls mid conversation.



Text broadcasting

VoiceAttend has the facility to create and send text broadcasts. These could be used to contact parents informing them of school closures, or reminding them that reports have been sent home.

Text broadcasting can also be used to contact staff regarding memos and meeting reminders, or pupils themselves, with information about after school events or exam results.



Voicemail

VoiceAttend acts as an auto attendant that greet callers, controls call flow and eases the pressure on administration staff. **VoiceAttend** can be set up as a simple, "please press 1 for..." or a more sophisticated, "please state the name of the person you wish to speak to".

VoiceAttend also has a voicemail facility that allows staff to have their own personalised mailboxes which they can access 24/7, either on site or remotely, with email notification and message distribution.



Confidential bullying report line

Why not encourage pupils to report bullying to staff by providing them with a dedicated, confidential, anti-bullying phone line? Pupils may call the number and leave a message in a designated **VoiceAttend** mailbox.

Voices are distorted so that callers can remain anonymous. Pupils may call at any time to tell someone that they have

been bullied or that they have witnessed an incident.

In order that pupils trust the system, they are encouraged to leave a test message that can be played back to them, if they wish. Staff can then check the mailbox and act accordingly with the information they have heard.

About °twl voice and data

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Please visit www.twlvoiceanddata.co.uk for more information.

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