

COVID-19 Use Case

Employee Call-backs

simplycast.com | info@simplycast.com | 866-323-6572 ext. 1



Introduction

This use case is designed to assist organizations when they are ready to begin calling their employees back to the office once it is safe to do so following the COVID-19 pandemic. These employees may have been working from home or have been otherwise laid off for the duration of the crisis.

Through SimplyCast's Command Hub and Event tools, with help from some of its mass notification capabilities, employers can launch an event that can help them determine how they wish to begin recalling their employees while continually ensuring the strategy is proceeding safely and with caution.

Employee Call-Backs Real-Time Dashboard

Test - 05.29.2020 New Campaign

EVENT OVERVIEW

10:08:18
Days Hours Minutes

End Event

CAMPAIGN MANAGEMENT

Live Surveys New Search...

- Return to work comfort level**
Created on: May 29th, 2020 10:10 AM Edit
- First group's return successful?**
Created on: May 29th, 2020 10:10 AM Edit
- Success of overall call-back strategy**
Created on: May 29th, 2020 10:10 AM Edit

EVENT TASK LIST

New Search...

- 1 Verify appropriate restrictions have been lifted. General Task Mark Complete
- 2 Poll employees to determine who is comfortable returning to a normal work setting. General Task Mark Complete
- 3 Gather poll results and store employees' preferences in a custom CRM field. General Task Mark Complete
- 4 Send Return to Work Strategy alert to notify employees of the strategy and that they will soon be asked to return to work. General Task Mark Complete
- 5 Send the recall message to the first group of employees. General Task Mark Complete
- 6 Poll the first group of returned employees to gauge the success of the call-back strategy so far. General Task Mark Complete
- 7 Recall the next group of employees to return to work. Repeat this step until all employees have been asked to return. General Task Mark Complete
- 8 Send one final poll after all employees have returned to work to assess how successful the call-back strategy was. General Task Mark Complete

RETURN TO WORK COMFORT LEVEL RES...

Responses

Contact	Type	Time	Response
---------	------	------	----------

RETURN TO WORK STRATEGY NOTIFICA...

Overview Responses

EMPLOYEE CALL-BACK: GROUP 1 RESPONSES

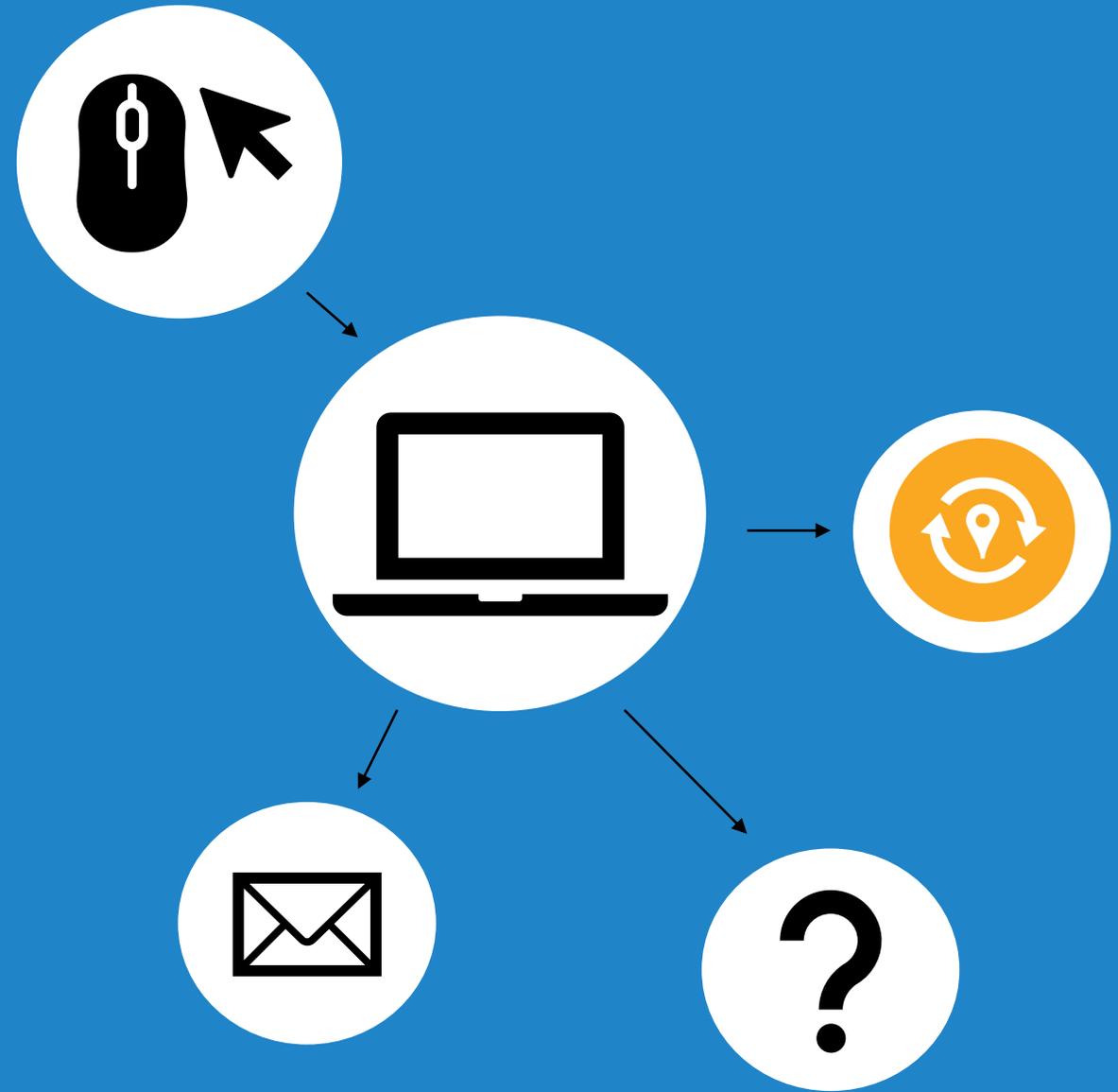
Overview Responses

Yes	No	Required	Additional Options
-----	----	----------	--------------------

Lifted Restrictions

Once an organization begins hearing news that physical distancing restrictions may soon be lifted, allowing for normal office hours and capacities, they should begin thinking about their strategy for how to call employees back to their normal work environments.

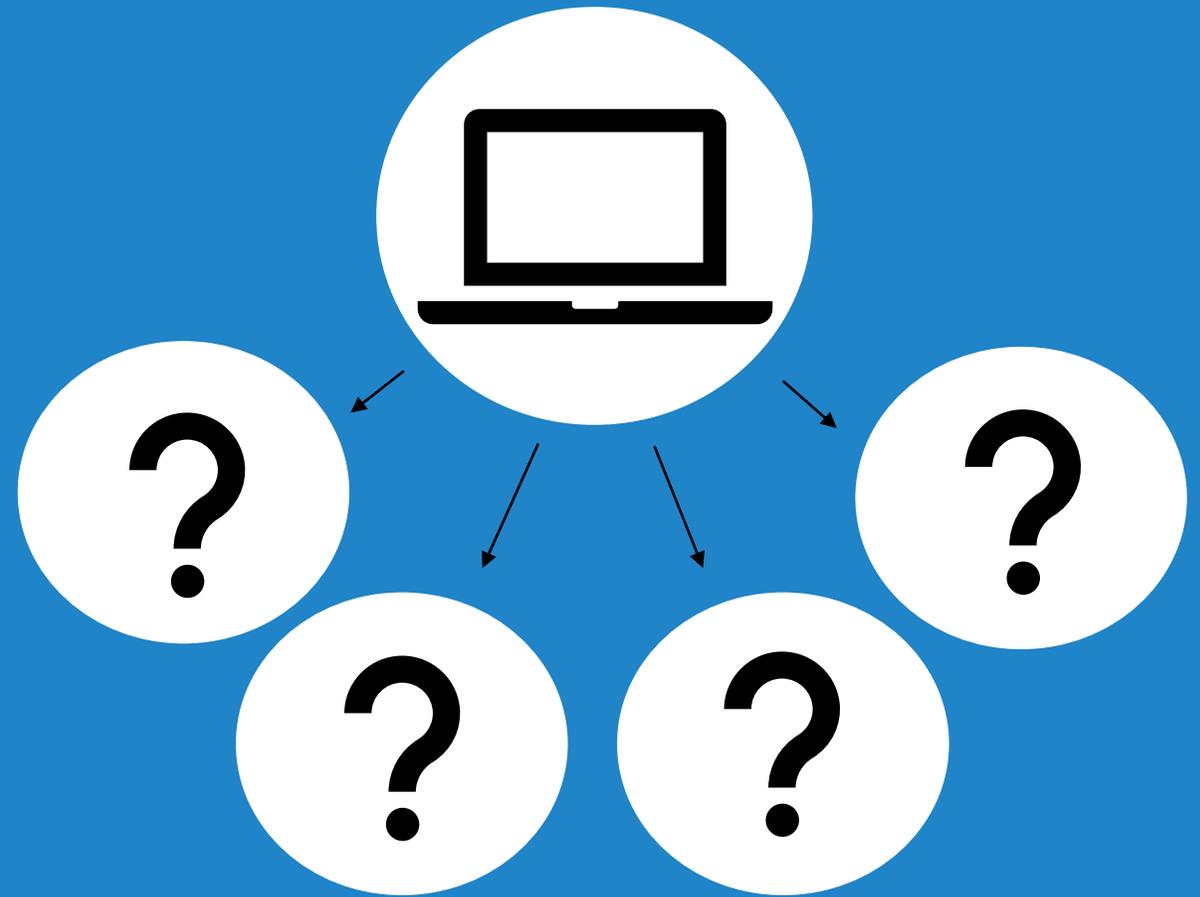
Part of this strategy can include the creation and launch of an event in the SimplyCast platform.



Comfort Poll

Once the appropriate restrictions have started to ease back, the first thing organizations can do is send out a poll to their employees to gauge their level of comfort in returning to work.

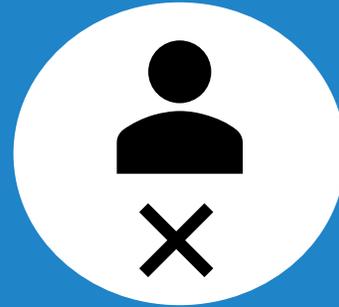
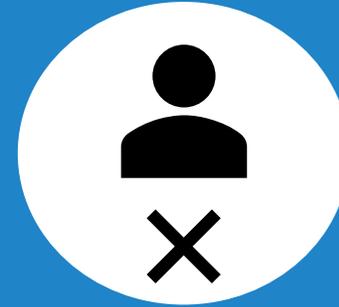
Results from the poll are gathered and displayed on the dashboard in real time.



Employee 1 --- Very comfortable
Employee 2 --- Still too soon
Employee 3 --- Very comfortable
Employee 4 --- If I had to return, I would
Employee 5 --- If I had to return, I would
Employee 6 --- Very uncomfortable

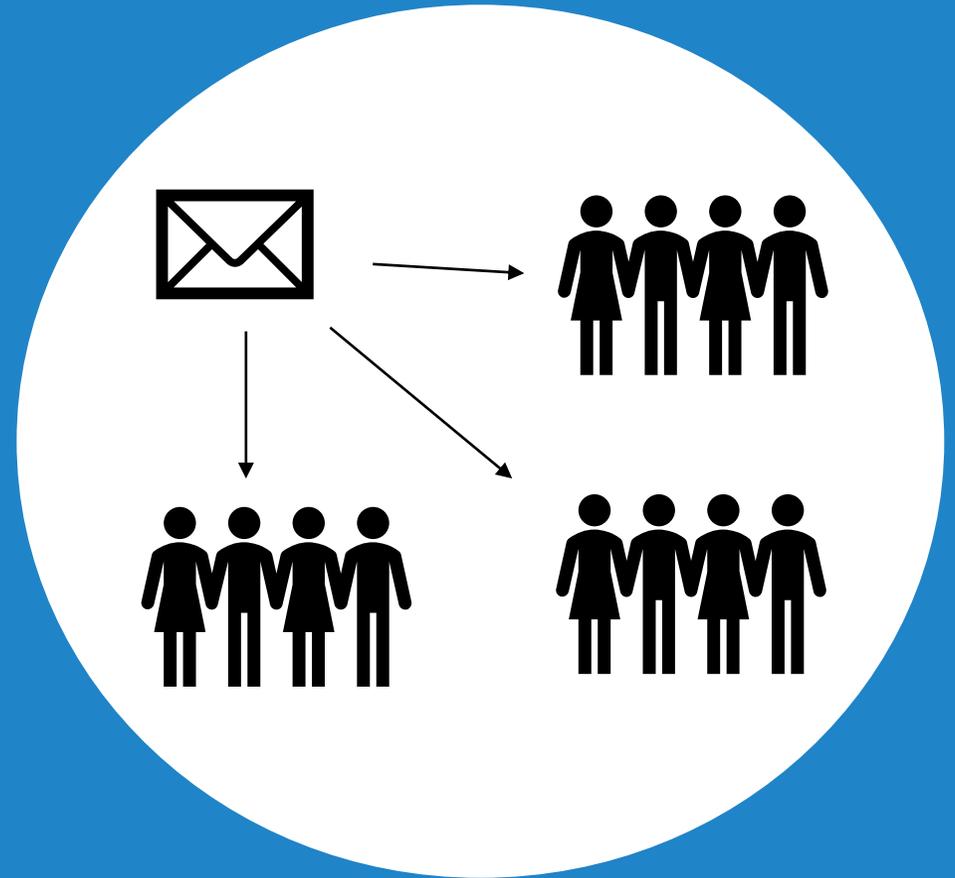
Update Contact Records

Following the results of the poll, organizations can update each employee's contact record with their comfort level to help sort them into groups for the call-backs.



Strategy Alert

Next, organizations can send out an alert containing information about the proposed call-back strategy to their employees, letting them know they will soon be asked to return to work.



First Group

When the all clear has been provided by the relevant authorities, the organization can then send out a recall message to the first group of employees to request that they return to the office on a specific date.



Progress Poll

After the first group of employees has returned to work, another poll can be sent out to them to determine how successful the call-back strategy has been so far.

Based on the responses, adjustments can be made before the second group is asked to return.



Employee 1 --- Good
Employee 2 --- Very successful
Employee 3 --- Very successful
Employee 4 --- OK
Employee 5 --- Room for improvement
Employee 6 --- Very poor

Next Group

The next group of employees can now be sent a recall message asking them to return to work.

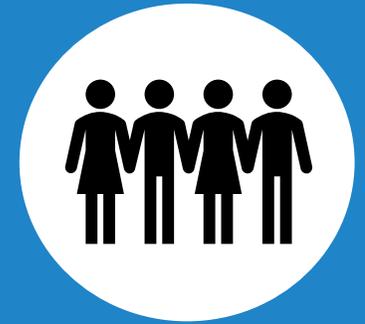
Continue sending these messages at appropriate intervals until all employees have returned.



Final Success Poll

Once all employees have returned to work, the organization can send out a final poll to determine the overall success of the call-back strategy.

Results gathered from this poll can go toward improving the process for any future call-back needs.



- Employee 1 --- Very successful
- Employee 2 --- Very successful
- Employee 3 --- Very successful
- Employee 4 --- Good
- Employee 5 --- Room for improvement
- Employee 6 --- Good

Conclusion

Since 2009, SimplyCast has built an engagement and communication technology stack completely in house, which means the solution is not reliant on third-party providers and can be deployed at a moment's notice.

With this technology, SimplyCast has developed an emergency technology and critical engagement solution to support national governments, provincial and state administrators, and municipal health providers. The technology can be used for mass notifications, teleconferencing, live polling, first responder recall, and more.

SimplyCast created this COVID-19 template within the existing solution with no technological modification or additional development. This solution is 100% customizable and can be adjusted to meet your organization's specific needs.

If you would like additional information about SimplyCast's solution and how it can aid in the COVID-19 pandemic, please contact:

info@simplycast.com

866-323-6572 ext. 1

[simplycast.com](https://www.simplycast.com)