

ONE-TOUCH CALLOUT

Revolutionise your shift management

"The intricate nature of workforce management demands functionality that optimises staffing, rostering and daily operations to mitigate costs tied to unplanned overtime and turnover. Equally crucial is usability, particularly when engaging dispersed deskless and frontline workforces."

— Research Manager at
Nucleus Research

One-Touch Callout (OTC) transforms how businesses manage unfilled shifts, blending automation, compliance and employee preference to fill vacancies efficiently and fairly. When open shifts become available, OTC works with ADP WorkForce Suite Job Rostering to generate a callout process to fill the open shift with the appropriate staff.

OTC takes that process to the next level by automating the communication and response, generating an ordered call list through job rostering and automatically contacting employees who meet the proper eligibility rules for the shift. Employees can respond via the same method to either accept or reject the shift offer. Once a shift is filled, non-accepted and subsequent respondents are then notified of the change.

Benefits of simplified shift management

Designed for workers who want a streamlined, digital method for managing their rosters, OTC helps assign the right staff in the right place, at the right time, without the manual hassle.

Automated callout process

Streamlines the open shift assignment by automatically contacting eligible employees, significantly reducing manual effort and time spent by management to fill shift slots.

Advanced communication features

Supports multiple contact methods tailored to employee preferences, enhancing engagement and response rates for shift fulfillment.

Compliance and preference integration

Adheres to organisational and union rules related to employee work hour limitations, qualifications and preferences and integrates prioritisation rules such as overtime equalisation and seniority.

Audit trail and accountability

Maintains a detailed log of callout activities, providing transparency for operational leadership and supporting dispute resolution.





Operational excellence with one-touch callout

Improve operations with OTC, which is designed to automate the intricacies of shift rostering. By prioritising staff well-being, compliance and operational needs, OTC not only optimises your workforce management, it also enhances employee satisfaction and engagement.

Why choose one-touch callout?

→ Efficiency

Fill shifts faster with automated notifications, reducing downtime and improving operational continuity.

→ Compliance

Automatically factor in union rules, work hour limits and employee qualifications for each callout, reducing the risk of non-compliance.

→ Engagement

Give employees the ability to set their contact preferences, promoting a positive work environment.

→ Transparency

Benefit from a comprehensive audit trail for each callout, building trust and accountability.

Visit us at wfsaustralia.com/workforce-suite/rostering and learn how we can help with the flexibility your workforce demands with the coverage you want.