

The *Infinity* On-Call Scheduling module allows call centers to extend On-Call Scheduling functions to anyone that has a PC with a Web browser and a connection to the Intranet or Internet. Clients are able to set up, maintain, and view their on-call schedules.

Ideal For Your On-Call Scheduling Needs

The *Infinity* On-Call Scheduling module delivers a complete on-call scheduling solution. Like all other *Infinity* modules, the On-Call Scheduling module is extremely flexible, easily adapting to meet your call center's specific call handling needs.

The On-Call Scheduling module is automated, making it easy to see who's currently on call for a particular company. Based on the schedule entered, individuals are automatically placed on call, and automatically taken off-call at the designated days and times.

Inclusive Schedule Options

The on-call schedules for a particular company may include one person, or multiple people on call. And the list of on-call names is always displayed in the proper order to contact.

Infinity also features sub-schedules, which allow you to link multiple departments into a central or master schedule, such as an emergency response team schedule. This makes it possible to instantly page the entire team in a single step, with *Infinity* finding the on-call person for each specialty.

Access From Anywhere

On-call personnel can access and update on-call schedules from anywhere, at any time via the Internet or your Intranet. This convenient accessibility makes it easy for everyone to keep updated.

Using the *Infinity* Wireless Web and PDA Applications, on-call personnel can quickly and easily manage on-call schedules from their home, office, car, from the airport, or anywhere they have wireless connectivity to the Internet. *Infinity* makes it possible to access this information using PDA devices, digital cellular phones, and other devices that offer this connectivity.

Rent, Upgrade, or Buy?

Depending on your specific needs, the *Infinity* On-Call Scheduling module is available as a hosted or purchased solution. We'll work with you to help you determine which solution is the best fit for your business. You may decide to start with AMTELCO Hosted Services, and later upgrade to a complete system.

Hosted Services

Take advantage of the *Infinity* On-Call Scheduling module with an economical monthly subscription. The AMTELCO Hosted Services reduce your total cost of ownership, and allow you to quickly offer more effective communication services. Hosted services free your staff from system maintenance and upgrade tasks, allowing them to focus on other needs within your call center.

Call centers that prefer to maintain their own systems can purchase the *Infinity* system, the On-Call Scheduling module, and any other modules needed to streamline communications.

Information at Their Fingertips

Infinity helps ensure that the information that operators need for professional call handling is immediately available. For fast access of personnel, the on-call information may include pager numbers, cellular numbers, home numbers, and any other pertinent numbers. When necessary, *Infinity* operators can quickly switch to the on-call individual's account for more detailed information.

Infinity operators can also enter temporary schedule changes, check current, past, or future on-call schedules, and search for who is scheduled to be on call on a specific day, date, or time.

Automatic *Infinity* Features

To help you meet the call handling needs of all your personnel, *Infinity* can also contact on-call personnel without operator assistance. This speeds the process of alerting the on-call individual, allowing your operators to handle other tasks.

Using *Infinity*'s Autodial feature, *Infinity* calls the on-call individual as soon as a message is left. *Infinity* can autodial any phone number, including home numbers, cellular numbers, and alphanumeric, digital, voice and tone pagers.

The *Infinity* One Number Follow-Me feature lets calls follow on-call personnel wherever they go. The individuals simply tell *Infinity* how to reach them (at a home number, cell phone, or another number), and *Infinity* sends their calls directly to them when they are on call.

Simplified Setup

The On-Call Scheduling module offers a number of convenient set-up methods, allowing companies, on-call personnel, and office staff to manage schedules from virtually anywhere. The on-call schedules may be reviewed, entered, and updated remotely at any time via the Internet. To simplify setting up repetitive schedules, *Infinity* can copy schedules. *Infinity* supervisors can also modify on-call schedules.

On-call schedules can be entered months in advance. *Infinity* then changes the on-call schedules at the indicated dates and times so that they are always current.

On-call personnel and departments can easily make temporary changes to on-call schedules. These changes are immediately activated – without ever speaking to an operator.

Complete Reporting

Infinity includes detailed reports to help you keep track of on-call schedules. The *Infinity* Report Generator lists each on-call schedule change, including each time someone goes on call or off call. All dial out attempts to reach on-call personnel by phone or pager are also recorded.

Infinity comes complete with a number of standard reports, and also makes it easy for you to create your own custom reports with exactly the information you need.

Directory Features

The *Infinity* On-Call Scheduling information for on-call personnel appears in the *Infinity* Directories. The Directory module is the perfect tool for grouping large amounts of related information, such as employee, department listings with phone numbers, an alphabetical list of on-call personnel, as well as on-call schedules.

On-Call Scheduling Enhancements

Additional *Infinity* On-Call Scheduling features:

- **Message Send Option** – If the resource who is on call has an account associated with their on-call entry, you can now send a message from the On-Call Details view.
- **Info Card** – While setting up an on-call resource, you can now also include a Directory Info Card, which allows you to include more information, and is displayed in the Details view.
- **On-Call Time Zones** – Time zones can now be assigned to each on-call schedule. When a company has offices across the country, this makes it easier to enter and keep track of schedules.
- **Individual Views** – This allows you to select a resource, and then view the schedules for that resource for a day, or for an entire month. You can create reports that show only that resource. This also makes it possible to add and delete entries in the schedule for the resource, including being able to delete an entire month's schedule for that resource.
- **Monthly Delete** – You can delete entries in an On-Call Schedule for an entire month.
- **Calendar Report** – Now you can create a monthly report that shows all of the on-call entries for the month in a calendar format.