TeamSense

Comparing Call-off Systems

You've got options when it comes to choosing a call-off system for your hourly employees. Two popular solutions are using text messaging systems or call center hotlines with an attendant. See how they stack up.

TeamSense

Hotline

How do employees call off?

TeamSense
- Employee sends a text to the designated phone number
- Selects a reason for their absence from a dropdown menu
- Submits the call-off

Hotline
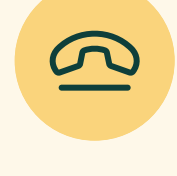- Employee dials the hotline phone number
- Waits on hold
- Connects to an attendant
- Explains their absence reason
- Hangs up

How long does it take?

45 secs
- ✅ No hold time
- ✅ Record absences instantly and automatically

2+ min
- ❌ Long or unpredictable hold times
- ❌ May need to wait longer for a multi-lingual attendant

Are supervisors notified about the absence in a timely manner?

Yes
- ✅ Supervisors receive instant alerts
- ✅ Option to notify other team members automatically

No
- ❌ Call-offs are logged manually, resulting in notification delays
- ❌ Supervisors may not realize an employee is absent for hours

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Hotline

Does it reduce absenteeism and "no call, no shows"?

Yes
- ✓ Employees can see how many absences and points they've accrued
- ✓ Transparency and data encourages better, more informed decision-making

No
- ✗ Employees cannot see how many absences and points they've accrued, and are unaware of where they stand
- ✗ No opportunity to change behavior

Do employees like it?

Yes
- ✓ Research overwhelmingly shows people prefer texting to phone calls
- ✓ Our data shows 93% of users text to call off and 7% use voice
- ✓ Ability to configure multiple languages makes employees feel more at home

It depends
- ✗ Employee experiences can vary greatly
- ✗ Long wait times lead to frustration and hang-ups

What's the pricing model?

Pay per employee
- ✓ Per-employee pricing offers predictability and transparency
- ✓ Know exactly how much you're spending each month
- ✓ Simplifies planning and budgeting

Pay per minute
- ✗ Pay up to $2 per minute
- ✗ Costs can fluctuate significantly month to month due to unpredictable usage
- ✗ May be charged for hold times
- ✗ Budgeting becomes guesswork

TeamSense

When it comes to call-offs, TeamSense is the clear winner

TeamSense offers a text-based call-off system that is easy to use and improves efficiency for everyone—hourly employees, supervisors, and HR.

I'm sick, I can't come in.

Hi, Eva.

0   2   ⚠ 4   ⚠ 6   ◆ 8   ⊗ 10

3 Approaching Verbal Warning #1

of 10 Attendance Points used
as of Today at 1:48pm EST

In the last 12 months,
TeamSense has recorded

2   **3**
Sick Leave   Late Arrival

Report Absence

View Attendance History

TeamSense   now
There's a new Unscheduled Absence
on your team today (Eva Hernandez -
Sick Leave). https://app.teamsense.co...

Good morning, Sal.

📅 Today's Shift   ⌄

3 employees out today

2   **1**
Sick   Car/Weather

View Attendance Log

⚠ 2 Attendance Warnings to Issue   ⌄

Ethan Javier   ◆ 8 pts   ›
E339110J

nandez   ⚠ 4 pts   ›
H   Sick Leave

4 Perfect Attendance Streaks   ›

Absences by Reason Code

6.1%   6.5%   6.1%   5.8%
                    3.4%
    0.1%   0.9%   1.1%

Jan 01 Jan 04 Jan 10 Jan 19 Jan 22 Jan 28 Jan 16 Jan 31

■ Sick Leave   ■ Time Off   ■ Holiday
■ Car Trouble   ■ Late Arrival   ■ Other Leave

...024   ›

                                    S
                                    6
7   8   9   10   11   12   13
14   15   16   17   18   19   20
21   22   23   24   25   26   27
28   29   30   31   1   2   3

■ >20%   ■ 15-19%   ■ 10-14%   ■ 5-9%   ■ <5%

🎉 **On track**
Your monthly absenteeism rate
is at or below average!

Hourly employees
call off with a simple text message. No waiting on hold or talking to an operator.

Supervisors
get instant call-off notifications so they know who's out for the day and can plan accordingly.

HR leaders
get absence reports so they can quickly spot trends and course correct if necessary.

> " TeamSense uses technology our team is comfortable with. I have not had a single person come into my office to complain about getting a text. The system just works and is accepted."

Jenni Hanna
Plant Manager, Pella Corporation

Pella ®

Learn more about TeamSense

Visit our website for interactive product demos, customer stories and testimonials, and to book a 30-min conversation with our team.

www.teamsense.com

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