



VoiceAttend

Since 2003, STP have partnered with VSL - one of the UK's leading suppliers of telecoms, voice processing and data solutions.

VSL have developed hundreds of communications solutions for a wide range of organisations; from small office users up to large household names, with business activities ranging from doctors' surgeries to education establishments.

As a result of our partnership, STP are able to offer our customers a complete solution for every element of their communications needs. Our personal and professional service ensures that STP is the perfect associate for any organisation looking to review their telecommunications.



VoiceAttend is a call handling solution system designed specifically for use in the education sector. It is an in-house solution that is both easy to install and simple to use. VoiceAttend can be used by teachers and administration staff in order to deal with many issues ranging from *truancy* to *bullying* and also in *routine communications* with the school.

It is modular in design, thus allowing schools to pick the exact functionality they require.



The Benefits

- > Manages routine calls using an automated call handling system
- > Automates the process of calling parents with regards to a pupil's absence
- > Distributes text messages to staff, parents and pupils
- > Provides all staff with a function-rich mailbox
- > Encourages pupils to report bullying confidentially

How does it work?

After registration has been taken, details of unauthorised absences are entered into VoiceAttend. This can simply be carried out manually or through integration with existing MIS systems such as *Sims* or *Integris*. VoiceAttend analyses the information, identifies any 'unauthorised' absences, and informs parents or guardians that their child was not at registration, either by a telephone call, text message or email.

The call starts with a brief introduction as to who is calling, who the message is intended for, and also asks the parent/guardian whether or not they wish to accept the call. If they do not accept, the call is terminated.

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 in order to give an explanation, or indeed to speak with a member of staff.

Principal Features of VoiceAttend



Text broadcasting

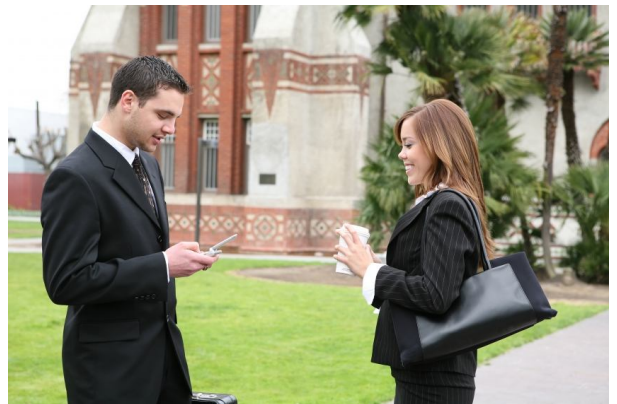
VoiceAttend has the facility to create and send text broadcasts. Texts can be sent to parents/guardians to inform them of important issues; examples can range from information regarding school closures to reminders that school reports have been sent home.

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

Voicemail and Auto Attendant

VoiceAttend has an auto attendant feature that greets callers, controls call flow and eases 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 access to 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

Encourage pupils to report bullying by providing them with a dedicated, confidential anti-bullying phone line. Pupils can call a published number and leave a message in a dedicated VoiceAttend mailbox. Pupils may call at any time to tell someone that they are being bullied or that they have witnessed an incident. Voices are distorted to ensure that callers remain anonymous.

Pupils are encouraged to leave test messages that can be played back to them to ensure that they learn to trust the system. Staff are then able to check the mailbox and act accordingly with the information that has been provided.

For further information regarding VoiceAttend, please feel free to contact us and our sales team will be more than happy to answer any queries you may have.

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