



Workforce TeleStaff Contact Log Overview

Field Descriptions



The Dashboard displays upon login unless the Contact Log has items that require a response from the user.

Workforce TeleStaff tracks all contact attempts in the Contact Log.

A	B	C	D	E	F	G	H	I	J
+	Action	Type	For	Contact	Status	Description	Date	On	Shift
	Accept	Message	Edwards, Howard	<online>	Skip	Reminder that training is today!	07/16/2019	2019-07-16 13:49:03	

A Expand: If there are multiple contact records for this candidate on this job, click to expand and view all contact record. The most recent contact record displays.

B Accept/Reject : When receiving a contact attempt, select Accept to confirm receipt of the notification, working opportunity, or message. Select Reject to reject a working opportunity.

C Type:

Type Name	Type Description
Fill Vacancy	An opportunity to accept or reject a work assignment. Scroll to the right and left to view all relevant information.
Messages	If a message is received the text is displayed in the contact log window. The message remains in this window until it is accepted.
Notifications	Provide assignment information. Scroll left or right to view the details of the notification. Notifications may only be accepted by right clicking on the notification and selecting Accept. TeleStaff does not provide the option to reject a notification.

D For: Displays the name of the person contacted as last name, first name.

E Contact: Displays how they were contacted (e.g., phone number, SMS).

F Status: Displays the result of the contact.

G Description: Displays the details of the job or message.

H Date: Displays the date of the contact.

I On: Displays the date & time stamp of the contact.

J Shift: Displays the shift associated with the vacancy.*

K List: Displays the List used to qualify the person.*

L Work Code: Displays the work code that will be assigned to the person if they accept the offer.*

M Start & End: Displays the start and end times of the vacancy* or contact.

N Hours: Displays the total duration of the vacancy.*

O By: Displays the name of the person that attempted the contact.

P Initiated: Displays the initial date & time stamp of the for this contact.

Q Expires: Displays the ending date & time stamp for when this contact expires.

R Listened To: Displays the date and time the user listened to the notification, message, etc.

S Reserved: Displays the beginning date & time stamp of the reserve period for this person for this job.

*If being used to fill a vacancy

K	L	M	N	O	P	Q	R	S	
List	Work Code	Start	End	Hours	By	Initiated	Expires	Listened To	Reserved
		07/16/2019 13:48	07/16/2019 13:48		Smith, Sabrina	2019-07-16 13:48:55	2019-07-16 23:59:00	2019-07-16 13:49:03	2019-07-16 23:59:00

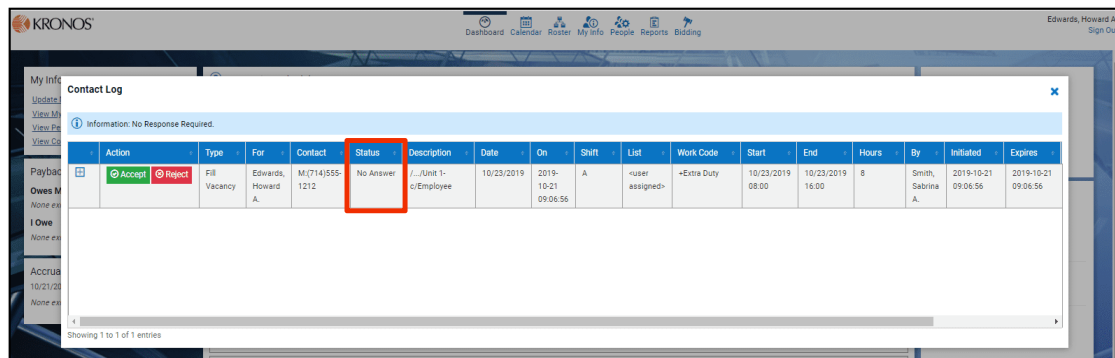


Contact Status Outcome Descriptions

Workforce TeleStaff™



The Contact Log records and tracks outbound activity amongst people when notifying them of a working opportunity, a notification, a message or an alarm. The table below describes contact status outcomes derived from manual entry using Fill By Rules and system generated outcomes using the Outbound or Inbound module. The field descriptions below correspond to the selected candidate and are generated in the Status column on the contact log.



Status	Description
Accepted	The Opportunity, Notification, Message or Alarm has been accepted. <i>Note:</i> The open position will only be filled if Accepted is selected.
Answer Machine	A message was left on an answering machine.
Busy	The phone call received a busy signal.
Call Error	An error occurred during the call.
Email	An electronic mail message (email) was sent.
Fax Machine	A fax machine picked up the phone call.
Invalid Contact Method	Phone number is not a valid number.
No Answer	No one answered the phone call.
Offered Again	Reset the offer expiration date to allow a candidate to accept the Position.
Pager	The phone number was to a pager and the candidate was paged.
Rejected	The candidate rejected the Opportunity.
Remove/Ignored	The candidate was assigned to a Position but their record was removed OR a user selected this option.
Skip	The candidate received the Opportunity but chose to not Accept or Reject. They can review their calendar before making a decision. The candidate can maintain the skip status until the offer has expired.
Waiting for Call Back	Available for manual entry only. Use to allow candidates to return a call before the reserve or expire time elapses.