



### *So many vacancies, so little time...*

Every day, at every district school board, there is an average of over 80 absentee teacher vacancies.

It is a serious challenge to ensure they get filled so class time is not lost. For over seven years @liveconx™ has assisted school districts meet this challenge, and achieve a 97% fill rate.

### ALTERNATE TEACHER PLACEMENT MADE EASY

It is not a product, it is not software, it does not burden your IT support resources or require hours of training — **teachers@liveconx™** is a service.

A service that efficiently fills absentee teacher vacancies for you — just tell us what you need, we do the rest.

When you partner with **@liveconx** and outsource responsibility for absentee teacher management, you can expect:

- ⌚ **Average fill rates of 97%.** Unlike other substitute employee management systems, we don't stop at a fixed number of calls, or rely on a single method of contact, we work until the job is done.
- ⌚ **Predictable costs.** We know how challenging budgeting for variable and unknown costs can be. With a few key metrics, and some historical data, we'll establish a fixed monthly price for a **teachers@liveconx** service personalized just for you. Now that's budgeting made simple.
- ⌚ **Live person contact.** Placing calls to substitute teachers isn't the only way we'll try to contact them, but when we do call it will be a real person doing the dialling. Let's face it, speaking to a live person is friendlier, more personal and really more efficient. A live person can provide more details, answer any questions and resolve potential conflicts — let's see some automated voice robot do that.

- ⌚ **The most qualified, available substitute teacher.** When absentee vacancies are filled we match the classroom requirements to the skills of the available resources and select the most qualified substitute.
- ⌚ **Personalized placement guidelines and policies.** We tailor **teachers@liveconx** to reflect and enforce your district's collective bargaining agreement. No embarrassing, and potentially costly, contravention of contract terms.
- ⌚ **Automated resource utilization tracking, management and reporting.** Our automated resource management system provides real-time, up-to-date resource utilization information. It's one of the reasons why we can fill vacancies faster and more economically than you can, while also eliminating the possibility of booking conflicts.
- ⌚ **Multi-channel contact outreach.** Teachers don't just sit by their phones waiting for it to ring. So we don't rely just on the phone as our sole method of reaching them. We will email them, SMS text them, fax them, even notify them through their Facebook account if that's what they prefer, or what it takes, to ensure your vacancy gets filled.
- ⌚ **Bilingual service.** **teachers@liveconx** service representatives are bilingual (English/French) so dealing with us is as comfortable as can be.
- ⌚ **24/7 operations.** We work around the clock so you don't have to.



teachers@liveconx™ employs a unique combination of real-time communications, automated resource management and the live, personal touch that saves time, lowers costs and virtually eliminates lost class time

## REPORTING & ANALYTICS

Filling your absentee teacher vacancies may be the most visible part of our teachers@liveconx™ service, but it doesn't stop there.

Our automated resource tracking and management systems provide a wealth of critical information that equips you to better manage and administer your absentee management program. Some of the available reports include:

- ▶ **Daily/monthly activity.** Vacancy and placement activities by day and month.
- ▶ **Vacancies by school.** Absentee vacancy statistics by school and rolled up for the district provides insights into school and location trends.
- ▶ **Resource utilization.** Detailed reporting by individual occasional teacher provides up-to-date statistics for total hours worked, and more, so that your pool of available resources is utilized in the most effective and productive way.
  - ▶ accepted bookings records
  - ▶ declined booking records
  - ▶ no shows (which teachers@liveconx can remediate on a priority basis)
  - ▶ available resource listings
  - ▶ resource supply shortages
  - ▶ vacancy reports, full vs. part day
- ▶ **Payroll data input.** Complete data for each placement is provided for import to your payroll and accounting systems.

## COMPLETE CONTACT RESPONSE & CALL ANSWER SOLUTIONS

teachers@liveconx™ is only one of the many personalized solutions available from @liveconx. In addition to tailored substitute employee management services for teachers, nurses, maintenance staff and other professions, a full range of innovative contact response and call answer solutions is also offered.

Take advantage of:

- ▶ **Event registration and management** services for regular teacher workshops or just for special one-time events
- ▶ **Virtual reception and call overflow** services for after hours or those times when you are overworked and understaffed
- ▶ **Outbound surveys or questionnaires** conducted by our professional call center representatives

For more information about teachers@liveconx or any of our other contact response and call answer services call **1 (800) 267 9132** or visit our web site at [www.liveconx.com](http://www.liveconx.com)

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