

Telephony Section

NETtime IVR is a telephony module that allows employees to benefit from the flexibility of performing user functions from anywhere while utilizing a touch-tone phone. Employers benefit from being able to view and restrict the phone numbers called from in order to ensure that employees are at authorized locations. This section covers how to use IVR to perform employee functions and where to find pertinent information that is required in order to use telephony.

IVR Employee Functions Available*

1. Clock in/out for the day
2. Clock in/out to lunch and breaks
3. Transfer to Labor Levels (i.e. Departments)
4. Hear Benefit Accrual Information
5. Hear Hours Paid Information
6. Enter Hours Worked

** Functions available to employees are determined by the setup of each system.*

Location of Required Items:

1. **Company's IVR Phone Number*:**
*Configuration > Telephony > Standard Telephone Number, or
Configuration > Telephony > Custom Telephone Numbers*
2. **Company Number*:**
Configuration > General Configuration > Telephony > Company Number
3. **Employee Number:**
*Home > Set Employee as Current Employee** > Edit Employee Screen > Employee Number*
4. **Password:** Password declared at initial setup. To reset password:
*Home > Set Employee as Current Employee** > Edit Employee Screen > Web Access > Password*
 - a. **NOTE:** The password must be numeric for use with telephony. If employees are able to login to the web, this numeric password will be their web password, as well.

** Access to these areas are given by your system administrator. If you cannot access see this person.*

*** To set an employee as the Current Employee review the Add/Edit Employee Section*

NOTE 1: At anytime an employee wants to access the previous menu, use the asterisk key (*) on the touch-tone phone.

NOTE 2: Employees should always wait to hear the confirmation at the end of the message that includes the timestamp prior to completing the call.

NOTE 3: If an employee is prompted to transfer and no transfer is necessary, press the pound sign (#) to bypass.

Clock In

1. Dial the **Company IVR Phone Number**.
2. Enter the **Company Number** and press #
3. Enter the **Employee Number** and press #

4. Enter the **Employee Password** and press #
5. Press **1** to Clock In and press #

Clock Out

1. Dial the **Company IVR Phone Number**.
2. Enter the **Company Number** and press #
3. Enter the **Employee Number** and press #
4. Enter the **Employee Password** and press #
5. Press **2** to Clock Out and press #

Transfer Departments and/or Jobs *(use after the clock in punch has been submitted)*

1. Dial the **Company IVR Phone Number**.
2. Enter the **Company Number** and press #
3. Enter the **Employee Number** and press #
4. Enter the **Employee Password** and press #
5. Press **3** to Transfer and press #
6. Enter the **Department/Job Number** after each prompt and press #

Start Break

1. Dial the **Company IVR Phone Number**.
2. Enter the **Company Number** and press #
3. Enter the **Employee Number** and press #
4. Enter the **Employee Password** and press #
5. Press **4** to Start Break and press #

End Break

1. Dial the **Company IVR Phone Number**.
2. Enter the **Company Number** and press #
3. Enter the **Employee Number** and press #
4. Enter the **Employee Password** and press #
5. Press **5** to End Break and press #

Start Lunch

1. Dial the **Company IVR Phone Number**.
2. Enter the **Company Number** and press #
3. Enter the **Employee Number** and press #
4. Enter the **Employee Password** and press #
5. Press **6** to Start Lunch and press #

End Lunch

1. Dial the **Company IVR Phone Number**.
2. Enter the **Company Number** and press #
3. Enter the **Employee Number** and press #
4. Enter the **Employee Password** and press #
5. Press **7** to End Lunch and press #

More Options (Benefit Accruals, Hours Paid, Enter Time Worked)

1. Dial the **Company IVR Phone Number**.
2. Enter the **Company Number** and press #

3. Enter the **Employee Number** and press #
4. Enter the **Employee Password** and press #
5. Press **0** to **Hear More Options** and press #
 - a. Press **1** for **Benefit Accruals** information
 - i. Press the number option of the Benefit Requested and press #
 - b. Press **2** to **Review Hours Paid**
 - i. Press **1** to listen to **Current Week's Hours Paid** and press #
 - ii. Press **2** to listen to **Previous Week's Hours Paid** and press #
 - c. Press **3** to **Enter Worked Time for a Day**
 - i. Enter the **Date*** and press #
 - ii. Enter **Hours Worked** (whole number) and press #
 - iii. Enter **Minutes Worked** (whole number) and press #

** Date format will be MM/DD/YYYY, unless the administrator has changed it to DD/MM/YYYY.
Check with the administrator for correct format.*