



Mida SickLeaveTrack

The solution for telematic sick leave communications



Introduction

Mida **SickLeaveTrack** is the IVR application that eases the tracking of communications between the employee and the company with a simple phone call, in case of **illness, injury, leave or when -due to COVID-19 virus- employees have to communicate the company they are working remotely or they're in quarantine.**

It allows to automatically manage a large amount of information and to be sure that they are efficiently delivered to the HR department or to other relevant people, as production managers. All this is traced and compliant to GDPR privacy regulation.

Mida SickLeaveTrack is provided as a **Virtual Appliance** to be installed in any data center (on-prem or in cloud), and includes all the relevant resources (VoIP channels, Database). The activation of the virtual machine can be done in few minutes, allowing you to be operational in a very short time.

As the solution uses SIP standard it is compatible with nearly all PBXs.

Thanks to **its ease of use and configuration, the flexibility, the virtualization support as well as the scalability and the reliability**, Mida SickLeaveTrack is a solution addressing **medium and large enterprises but can be used also by small offices.**

How it works

Mida SickLeaveTrack, once installed, is integrated to your PBX using SIP protocol, and is usually involved with a dedicated number. It implements the call flow and voice menus as agreed in the pre-configuration phase.

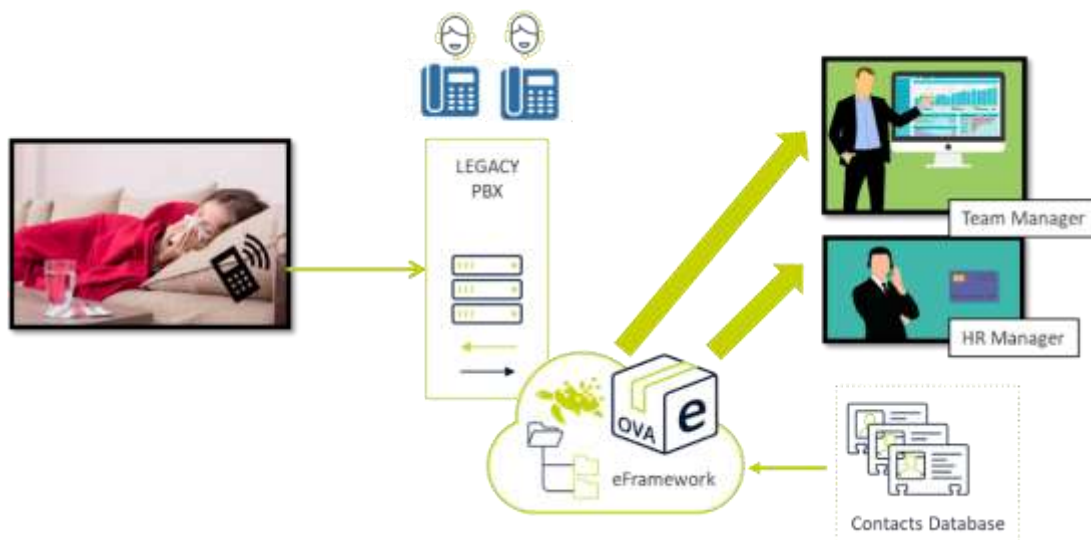
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When user calls this service he will be guided by a vocal assistant following a predefined call-flow, that can be customized according to your company needs, and will have the opportunity to:

- Insert a PIN/identification number
- Communicate the start and end date of leave
- Communicate the availability address, for formal medical inspections
- Communicate the reason why he/she's not working (illness, leave, self-imposed quarantine, isolation, ...). All these parameters are configurable
- Share the medical certificate ID



Once he/she ends the call, all the information is **stored and classified in electronic format**, and alerts for the HR Managers or other pre-set roles, are sent. You also have the possibility to **differentiate these alerts according to the location of the employee** and with a **multilevel notification** including different persons according to a hierarchical logic.

Mida SickLeaveTrack allows the **reporting of illness, injury or other physical temporary conditions that may affect him/her in the regular course of his work**. Thanks to the complete customization of the IVR and its parameters, the solution may implement specific call flows and options, and may address the most recent communications' needs related to COVID-19 pandemic. The employee – simply calling the dedicated number – will be able to **communicate to the company if he/she's at home doing smartworking, in self-imposed**



quarantine or in isolation, share the medical certificate ID and leave a vocal message with the availability address.

Advantages for the company

The management of communications concerning the health of workers and their physical presence in the office is controlled by specific regulations, and this has become even more essential since the COVID-19 pandemic. **Mida SickLeaveTrack is the ideal solution to manage an exceptional number of reports quickly, effectively and in compliance with the GDPR.**

In this way you can have tracked and organized information in real time, check where the workers are located, and perform any cross-check to ensure the health of your employees, as well as provide traces and useful evidence for any inspection.

Here are some additional advantages of Mida SickLeaveTrack:

- The service is **completely automated** and can **operate 24h by 24h** without requiring the physical presence of one or more people to collect the information and without particular time and / or resources limitations.
- Collected information is **immediately forwarded to the assigned persons**, in order to automate as much as possible also all the procedures that follow the notification, with **strong saving of paper, time and money**.
- It offers the **means to create a digital archive** that tracks requests and absences in a structured way, also useful in cases of verification or demonstration.
- The ability to adapt voice messages and the type of requests allows you to collect all the information that your company deems essential to manage absences.
- If required, the solution can be **interfaced with external data sources such as databases** or web services.



What I should do to activate the solution

Activate **Mida SickLeaveTrack** is really simple:

- Define together with Mida staff all the voice menus, options and notification rules based on your internal regulations.
- We will provide you with a Virtual Machine that implements the customized service.
- Let your IT manager configure the routing of calls to the Mida Solutions application server

What do I need

- The VMWare environment where to upload the Virtual Machine
- A SIP compatible PBX
- Windows 2016 Server License

