



Aesop Tips

Using the "Call Now" Feature

Functionality of the "Call Now" Feature

Aesop allows the Web Navigator as well as the school level users to force a call from Aesop to a substitute of their choosing.

From the Absence Modify screen click the **Available Substitutes** tab

The screenshot shows the Aesop software interface. At the top, there are navigation tabs: Web Navigator, Master Data, Absence/Vacancy, Reference Data, Security, Reports, and Extract / Import. Below these are icons for various functions: CREATE ABSENCE, CREATE VACANCY, ABSENCE MODIFY, DAILY REPORT, VERITIME, SCHOOL, FIND EMPLOYEE, and FIND SUBSTITUTE. The 'Absence/Vacancy' section is active, showing sub-tabs: List Absences/Vacancies, Modify, Absence/Vacancy Log, Approval Log, Call History, Available Substitutes (highlighted with a red arrow), and Approve. Below the sub-tabs, there are two main sections: 'Modify Absence' and 'Create a New Absence'. The 'Modify Absence' section displays details for a specific absence: CONF#: 95882140, Employee: Tim Fox, School: Vanderbilt High School, Created On: 11/15/2012 10:46:47 AM, Last Update: 11/15/2012 10:46:47 AM, Status: UnFilled, Reconciled: No, Substituted Required: Yes, and Employee Hours Per Day: 8. There are buttons for 'Assign Sub', 'Edit/Delete', 'Block All Substitutes', and 'Unblock All Substitutes'.

Now you will see a **Call Now** button. By clicking the **Call Now** button you can force Aesop to call this sub right away and offer them the job.

Name	Qualified and Available Checks			Other Checks							Assign	Explicitly Blocked
	Skill Check	Other Job Check	Non-Work Day Check	Excl	Preferred School Check	Sub Rej. Job	Job w/in Sub Visibility	In Sub Call Time	Call Now (15 calls remaining)			
Baker, Dee ★★★★★ Phone: (555) 555-6394 Call History	✓	✓	✓	✓	Yes	No	11/15/2012 1:57 PM	Yes	Call Now	Assign ✓	✓	
Baker, Tom ★★★★★ Phone: (555) 555-1138 Pay Code: Regular Sub Rate Call History	✓	✓	✓	✓	Yes	No	11/15/2012 1:57 PM	Yes	Call Now	Assign ✓	✓	

A window will pop up to show you the status of the call. The box below on the left is showing a call in progress the box on the right is showing a completed call and that the sub accepted the job.

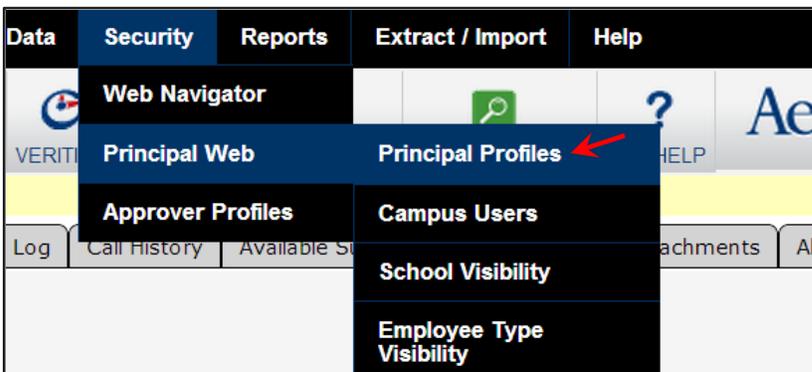
Calling Substitute	
Confirmation #	95882140
Call Requested Time	11/15/2012 10:49 AM
Substitute Name	Tom Baker
Call Status	In Progress Calling

Calling Substitute	
Confirmation #	95882140
Call Requested Time	11/15/2012 10:50 AM
Substitute Name	Tom Baker
Call Status	Completed. Result: Accepted

When a call is made using the **Call Now** button Aesop will make a record of the action in the absence log.

List Absences/Vacancies	Modify	Absence/Vacancy Log	Approval Log	Call History	Available Substitutes	Approvers	Attachments	Allocation Groups	Fe
Enter a Confirmation #: <input type="text" value="95882140"/> <input type="button" value="Go"/>									
Log Entries for Confirmation # 95882140									
Description	Who	Where	Date	Status					
Day: 11/16/2012 8:00 AM-3:00 PM	Nav. Super User	Web Navigator	11/15/2012 10:46:48 AM	Created					
Absence Date 11/16/2012	Nav. Super User	Web Navigator	11/15/2012 10:46:48 AM	Created					
No recipients found		Automated Process	11/15/2012 10:49:02 AM	Advance Emails Sent					
Manual call queued for Absence Date: 95882140 for Substitute: Tom Baker	Nav. Super User	Web Navigator	11/15/2012 10:49:30 AM	Manual Call Queued					
Manual call queued for Absence Date: 95882140 for Substitute: Tom Baker	Nav. Super User	Web Navigator	11/15/2012 10:50:52 AM	Manual Call Queued					
Substitute: Tom Baker Assigned		Outbound Call	11/15/2012 10:51:44 AM	Fulfilled					

Allowing Campus Users to Use "Call Now" Feature



By default Campus Users and School level users will not have the "Call Now" feature turned on. You can turn the feature on in the Principal Profile associated to the user.

Go to **Security > Principal Web > Principal Profiles**.

Click the **Details** button next to the Absence Processing category row, and then check the **Force Call for Absence** box.

[Return to Profile List](#) | [Associate](#)

Profile Name: * Principal Permissions

Profile Description: Principal Permissions

Category	Permission		Allowed	
			All	None
Absence Feedback	<input type="button" value="All"/>	<input type="button" value="None"/>	All Allowed	<input type="button" value="Details"/>
Absence Reports	<input type="button" value="All"/>	<input type="button" value="None"/>	All Allowed	<input type="button" value="Details"/>
Absence	<input type="button" value="All"/>	<input type="button" value="None"/>	All Allowed	<input type="button" value="Details"/>
Absence Multi-Room	<input type="button" value="All"/>	<input type="button" value="None"/>	All Allowed	<input type="button" value="Details"/>
Absence Past	<input type="button" value="All"/>	<input type="button" value="None"/>	All Allowed	<input type="button" value="Details"/>
Absence With TimeSheet Data	<input type="button" value="All"/>	<input type="button" value="None"/>	All Allowed	<input type="button" value="Details"/>
Absence - Approved	<input type="button" value="All"/>	<input type="button" value="None"/>	All Allowed	<input type="button" value="Details"/>
Absence - Extracted	<input type="button" value="All"/>	<input type="button" value="None"/>	All Allowed	<input type="button" value="Details"/>
Absence Processing	<input type="button" value="All"/>	<input type="button" value="None"/>	Some Allowed	<input type="button" value="Details"/>
	Absence Log - View			<input checked="" type="checkbox"/>
	Absence Request - Hold Processing			<input type="checkbox"/>
	Absence Request - Pause Calling			<input checked="" type="checkbox"/>
	Block Sub From Absence			<input checked="" type="checkbox"/>
	Call History - View			<input checked="" type="checkbox"/>
	Force Call for Absence			<input checked="" type="checkbox"/> 

When completed, click **Apply Changes** to save.

Some Important Things to Note:

- The Call Now button can be used to have Aesop to call outside of the established district call times.
- The Call Now button will only be available if the absence is not past the fulfillment cutoff time for that school.
- No more than 5 calls per absence may be made using the Call Now button

- If your district is using absence approval with the option to “hold until approved,” the Call Now button will only show once the absence has been approved
- In order for the Call Now button to show for a sub, the sub must be both qualified and available for the absence
- Aesop will not show the Call Now button for a sub that does not prefer the School or Building the absence is for.
- The Call Now button will appear even for substitutes that have asked the system not to place calls to them. The administrator is able to override this.