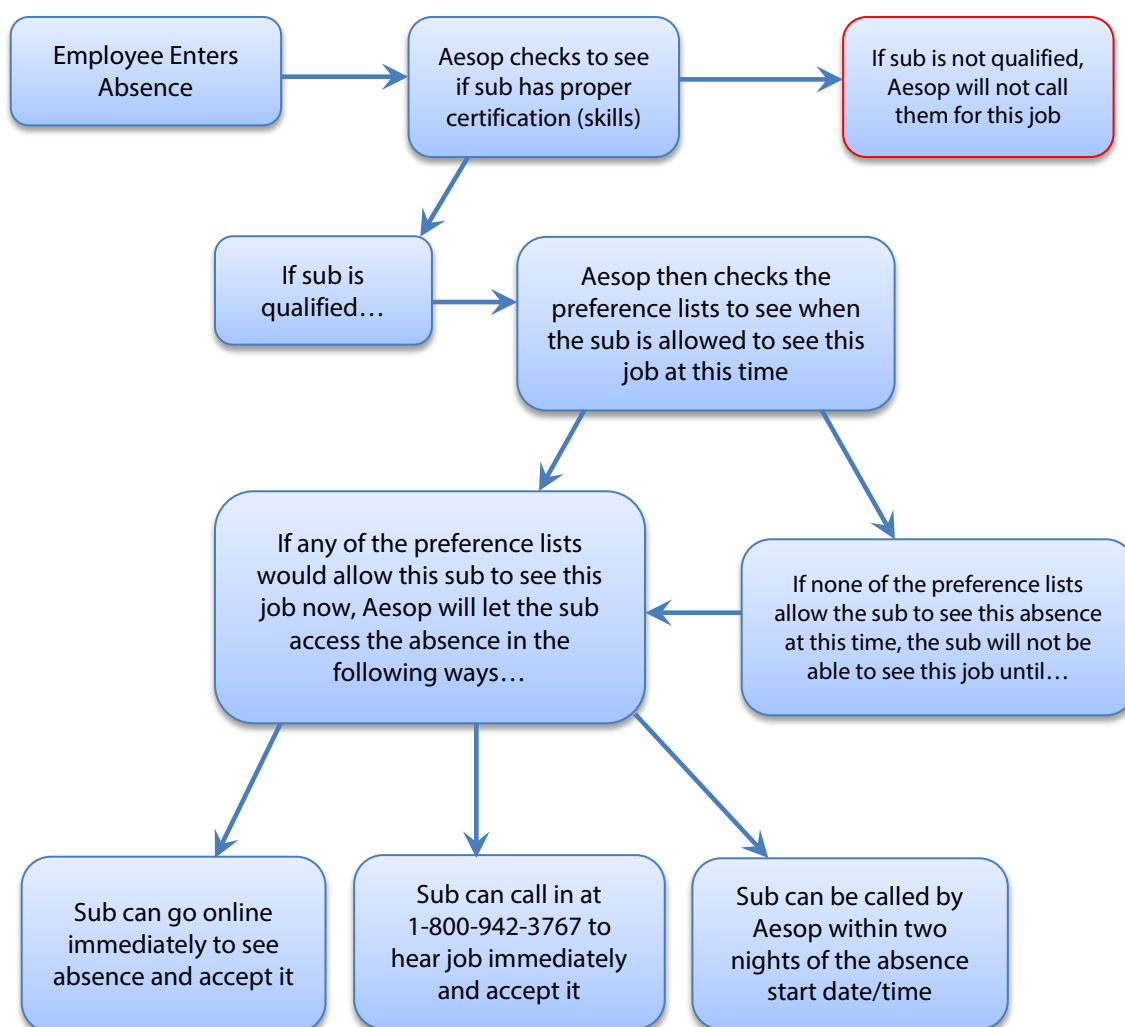# Aesop Calling Behavior and Definitions

Basic Calling Process

Aesop has a number of features and tools which control when certain subs are allowed to see certain absences in the system. Before we get into the details, let's see how the principle works at its most basic level.

Employee Enters Absence → Aesop checks to see if sub has proper certification (skills) → If sub is not qualified, Aesop will not call them for this job

If sub is qualified… → Aesop then checks the preference lists to see when the sub is allowed to see this job at this time

If any of the preference lists would allow this sub to see this job now, Aesop will let the sub access the absence in the following ways…

If none of the preference lists allow the sub to see this absence at this time, the sub will not be able to see this job until…

Sub can go online immediately to see absence and accept it

Sub can call in at 1-800-942-3767 to hear job immediately and accept it

Sub can be called by Aesop within two nights of the absence start date/time

General Rules of Calling

1. Aesop places calls in the morning and the evening Monday through Thursday. On Friday Aesop places calls in the morning for that day's absences, but will not call out in the evening. On Saturday Aesop does not place any phone calls. On Sunday Aesop calls only in the evening for Monday morning absences.

2. How Aesop prioritizes which absences get called.

- The absence that starts earliest.
- The absence that has the fewest prior total calls.
- The absence that has the fewest total call cycles. (Aesop calls in 15 minute groups)

3. Aesop will place calls for absences that are entered during the morning or evening before the absence starts within 2-5 minutes of the entry of the absence. Otherwise calls for absences are made at every quarter hour (:00, :15, :30, :45).

4. Aesop will call substitutes in random order, or call order, as dictated by the setting selected on the district preferred substitute list, as well as each of the school and employee preferred substitute lists.

Preferred Substitute Lists are where the substitutes are listed so that they can view absences in Aesop. A substitute must appear on at least one preference list, usually the District's preferred substitute list.

Substitutes can subsequently be added to School and Employee preferred substitute lists. The reason for the separation is that these preference lists let substitutes see jobs at different intervals.

Generally speaking, an absence is first seen by the employee's preferred subs, held for a time, then released to the school's preferred subs, then held again, then finally released to the district's preferred substitutes. Each of these lists has a setting which controls how the calling will proceed.

Following is an example of how "random" and "call order" operate.

When calling is set to "Random Order", calls will go out to the substitutes on this list (if they are qualified and available at the time of the call generation) randomly. Aesop will constantly evaluate the list in order to keep the calls as equitable as possible while working within the settings of the district, school, and employee.

When set to "Call Order", Aesop will call substitutes in a prescribed order.

| On List	Substitute	Exclude	Include	Call Order
☑	Caughill, David ★★★★	○	◉	1
☑	Kraybill, Conrad ★★	○	◉	2
☑	Baker, Tom ★★★★	○	◉	3
☑	Chan, Alice ★★★★	○	◉	4

In this example, absence #0001 needs calls placed for it and Aesop will start with number 1 and work its way down.

Aesop calls in this order, number 3 accepts the job.

Aesop starts calling on the next absence #0002 with Alice Chan, substitute number 4. Aesop does not start again at number 1. This helps Aesop evenly spread out the calls while following a prescribed order.

The call order shown on the previous page is a simplistic way of explaining how the order works. It can be much more complex.

When Aesop makes phone calls, Aesop calls multiple absences at the same time. Let us say there are 4 absences in the system, and 8 subs that will be called, 2 subs per absence. Aesop will use the call order as a guideline on how to compile the calls. This is what it might look like:

ABSENCE 1
SUB 1   SUB 2

ABSENCE 2
SUB 3   SUB 4

ABSENCE 3
SUB 5   SUB 6
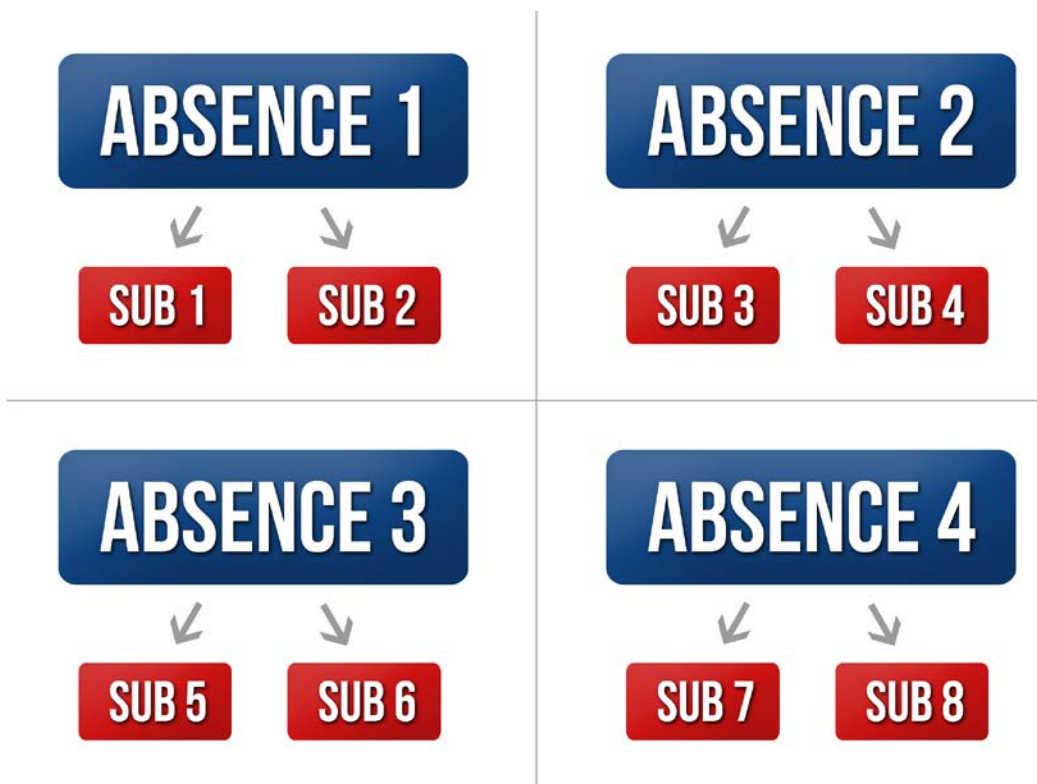
ABSENCE 4
SUB 7   SUB 8

When Aesop places these calls to these subs for these 4 absences, they are being made simultaneously. Aesop will call subs 1, 3, 5, and 7 right away. In effect, these 4 subs are all treated like #1 subs because they are the first sub to be called in order **for that** absence.

Note: Aesop is always trying to place calls to highest ranking "qualified and available" subs at all times. If Aesop reaches substitute #50 at the end of day 1, on day 2, Aesop does NOT pick up at #51. Rather, Aesop will start over at #1, presuming that sub is not already working, doesn't have a non-work day, or doesn't pass any of the other "qualified and available" checks that all subs must pass through to see a particular absence.

Aesop also may skip subs based on responses the sub has made via phone within the hour leading up to a possible phone call. Aesop 'skips' subs in the calling cycle using the following parameters:

ANSWER / ABORTED The sub either hung up, or the phone rang until reaching an answering machine, or the sub entered an incorrect PIN three times in a row.
→ *No call back for __60 minutes__*

NO ANSWER / ABORTED Aesop called and did not encounter an answer.
→ *No call back for __20 minutes__*

INTERCEPT / ABORTED Aesop encountered a tone from the phone company "We're sorry, but the number you are trying to reach has been disconnected."
→ *No call back for __60 minutes__*

ERROR / ABORTED The call was answered, but the person did not say "hello", and Aesop terminated the call. Aeson's phone system requires a voice response. "Error" will also come up if the sub repeatedly enters an incorrect PIN.
→ *No call back for __60 minutes__*

ANSWER / REJECTED The sub heard the available job and rejected the specific absence / vacancy request.
→ *No call back for __16 minutes__*

ANSWER / REJECTED - END CALLS The Sub either pressed "2" for "don't call me again today", or they heard the job and elected not to allow for additional calls that day.
→ *Calls commence at the next morning call period*

ANSWER / REJECTED - END CALLS A Sub has the option to "press 9" which will end calls indefinitely. This will show as "Undefined" in the "Who" column of the Sub's change log.
→ *Calls will stop forever.*

ANSWER / ACCEPTED The sub heard about this job over the phone and accepted it.
→ *No need to call back*

BUSY / ABORTED Aesop called and the phone line was busy.
→ *No call back for __20 minutes__*

Aesop Call Times

Aesop will not make any calls from Friday evening through Sunday morning. Also, the system will never make any calls outside of the limits you set for the morning and evening call periods. Calls during the **morning call period** will always be for jobs occurring that same day. Calls during the **evening call period** can be for jobs occurring during the next two days.

	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
MORNING	🚫	Call for Monday jobs only	Call for Tuesday jobs only	Call for Wednesday jobs only	Call for Thursday jobs only	Call for Friday jobs only	🚫
EVENING	Call for Monday & Tuesday jobs only	Call for Tuesday & Wednesday jobs only	Call for Wednesday & Thursday jobs only	Call for Thursday & Friday jobs only	Call for Friday jobs only	🚫	🚫

Reduced Calling Mode (RCM)

One thing we don't want is Aesop calling subs who don't take jobs when it could be calling the subs who do take jobs. To prevent this Aesop will put subs who rarely accept jobs over the phone into **Reduced Calling Mode** or **RCM**.

Example: A sub has been called with job offers from Aesop well over 120 times in the past 2 months. The sub does not accept any of the jobs. Aesop will now put this sub into Reduced Calling Mode. The sub will still receive calls from Aesop with job offers but it will now be on a very limited basis.

When you look at the available subs for an absence you will see the subs that are in RCM highlighted in gray. Below you can see Julie Chen is in RCM.

Chen, Julie (No Rating)
Phone:(555) 555-6359
Call History

There will also be a Call History link below
The sub's name. You can click this link
to see their call history.

Name	Qualified and Available Checks			Other Checks		
	Skill Check	Other Job Check	Non-Work Day Check	Excl	Preferred School Check	Sub Rej. Job
Chen, Julie (No Rating) Phone:(555) 555-6359 **Call History**	✔	✔	✔	✔	Yes	No
Clifford, Wendy ★★★★★ Phone:(555) 555-6364	✔	✔	✔	✔	Yes	No

When at the subs call history you can set the sub back to normal calling if you wish.

A substitute can also set themselves back to "normal calling." To do this they would first have to click the **_Preferences_** tab on the home page, then click on the **_Call Times_** section.

Then click the **_Resume Normal Calling_** button.