

## Transcript for IRIS Absence Call Overview Video

This video provides an overview and summary of the main features of IRIS Absence Call.

This video is accessed from the IRIS Absence Call Videos topic in the [IRIS Reach help centre](#).

### Transcript

This short video will show you how to use the **Absence** and **Absence Call** functions within IRIS Reach. The **Absence Call** feature within the main **Absence** module enables you to place multiple calls about an absence at the same time as sending standard absence SMS and app messages. You can choose to enable this for the whole school, or simply a group of students with persistent absences. Contacts will get an automated voicemail advising them that the student's absent and asking them to provide a reason for the absence. This is then captured in the form of a voice mail and will be logged in the **Absence Call** section for you to listen to.

Now firstly you just need to configure Absence Call for your school, so I'll show you how to do that. So, if you navigate over to the left hand menu onto Absence. Go to **Absence Call Setup**. Now first of all, you just need to decide who you want to enable Absence Call for. So, if you just want to enable it for the whole school, you can use the toggle here.

*[pause]*

Well, you might decide you just want to enable it for a select group of students, so you can just use the toggles by their names. If you've got a big, long list of students, you can just use the search facility to search for them.

*[pause]*

OK, once you've done that, if you just go back onto the left-hand menu and click on **Absence Call**. Scroll down on this page. Click on **Manage Settings**. This has just a few settings here that you need to configure before you start using Absence Call. So, you can choose how your school name will be pronounced on the absence calls, and you can choose a greeting for the start of each call. You can also choose how many attempts you want per recipients or how many calls be made per student. So, 4 here. And then you can choose the gaps in between each course. So, if you want a call to be made every 30 minutes, you set that to 30 minutes. Then you've got the option to set a start time and an end time for **AM** absence and **PM** absence sessions. So, for example here for AM, the AM session, we've got start time of 9 and an end time of 1230, so parents won't get any absence calls after 12:30. And when you've done that, you just need to click on **Update**.

OK, so now we'll go ahead and send some absence messages. So, if you click back onto **Absence** on the left-hand menu. And then click **Send Absence Alerts** and now you've got a couple of different options for sending out your absence alerts, so you can just pick your students manually by typing their names in the box. Or you can use the automatic absence report that pulls through from your MIS. So, we'll use that one today so you can pick **AM** or

PM depending on which session you're looking at. OK. And then you just click on the **Go** button. Now that will load the report and it may take a couple of minutes to load and it will just keep refreshing the page.

*[pause]*

OK, so we're going to step two of four. You can see that your absence report has now loaded. And if you scroll down the page, you can see any of the absent students for today. If you look here, you can see these different icons will show you what methods of communication are available for these students. And you'll notice that if a student has this icon, it means that Absence Call has been enabled for them.

OK, just up here you can see the absence message. And you can edit that if you need to. It's just an opportunity to check who you're sending to and what your absence message is before clicking to the next step. So, click on **Go**.

And you just got one more confirmation page again, just another opportunity to check your message and check your students and then click on **Go** and the messages should go out.

OK, so you can see all the students that you've sent to and anybody where they haven't got contact details or for any reason they've been blocked within the system. So, you know you need to contact them manually. And we can see here that Owen has got absence calls enabled. OK, so these students will get messages. So, they get SMS or app message and backup emails and this student will get an absence call. OK.

So, if you want to see your messages that you've sent out for any reason, just want to check anything, you can go to **Reports Manager, Audit trail** and you've just got the **Absent** section there so you can see any absence messages that have gone out. OK. If we then go back to **Absence, and Absence Call**, we can see any of the absence calls that have been scheduled. OK.

So, you can see a list of the calls here, the student names and the details about those students. And in the current status field you can see the status of that particular call. So, this one for example has been completed. So, the call has been sent to the parent and they have responded and here is the response. So, as I said previously it comes in the form of a voicemail and you can just play that voicemail to hear the parent's response and hopefully a reason for absence. You might get some calls where they're cancelled, so the parent has hung up for example, or the time has expired and you've not managed to get hold of them. And then there'll be a couple where they're scheduled and in progress. O like I said, depending on your settings and the calls will keep trying for a certain amount of time and a certain frequency until the parent responds. OK. And then just at the top here you've got the option to stop all the calls if you wish to. And then if you decided to stop them and you want to restart them, you've got the option to restart.

You've also got these arrows. Here we'll just show you the previous day's calls, so if you need to, click back and access them for any reason. If you click on the status reason as well,

you can see any previous call history for that student. So, if you scroll down, you can see a log of previous attempts here.

And go back to the **Dashboard**.