ATAS - Automated Time and Attendance System Introduction

What is ATAS?

ATAS (Automated Time and Attendance System) is a telephony system that enables Resources to log in and out of jobs they are currently working on. Each Client has a specific ATAS telephone number which links to their data, meaning Resources can update Work Orders without having to liaise with a Helpdesk Agent, reducing the overall time it takes to update Work Orders.

The following Work Order update options are available via ATAS:

- Provision of an Estimated Time of Arrival (ETA)
- Confirmation of Attendance at site
- Completion of time onsite including revisit details if necessary

In the UK, there is a rate of 7ppm from a BT landline, calls from other networks and mobiles may vary depending on the carrier. The mobile network provider determines how much a user of its services pays on top of the 7ppm for 0844/0843 numbers.

Please refer to the pages below to see how each section works and the flow diagrams to see the structure of the ATAS system.

Please read the following:
Ofcom, the communications regulator, has introduced a new initiative called UK Calling. It is designed to help make it easier to understand how much it costs per call to call 08, 09 and 118 telephone numbers (also known as 'service numbers').

These changes affect any clients and their contractors using the Ostara ATAS system.

The changes are detailed below:-
1. It will now be free to call 0800 or 0808 from mobiles. These telephone numbers are already free to call from UK residential landline phones
2. The cost of calling 084, 087, 09 and 118 numbers will be broken down into two parts:-
Part 1: An access charge
Your phone service provider decides how much this charge will be and will tell you this.
Part 2: A service charge
This is what we charge you for these calls (per minute). Our service charge for calls to 0845 and 0870 numbers will be 3p per minute, and calls to 0843/0844 numbers will be 5p per minute, plus your phone company's access charge.

Logging on to the System
Providing an ETA

Online URL: https://ostarasystems.knowledgebase.co/article.php?id=425