



Q1. What is the difference between Smart Call and Prebooking?

A1. The difference between Smart Call and Prebooking is that Prebooking shifts occur farther in the future and staff are notified about these shifts differently.

Smart Call is for upcoming shifts that start immediately and up to 6 days in advance.

- Andgo sends shift offers to employees at the same time – by phone, text or email based on your preference.
- Staff respond to the shifts they want by phone, text, email or online (andgo.phcnet.ca).

Prebooking is for future shifts from 7 to 112 days in advance.

- Staff can browse and bid for these shifts online (andgo.phcnet.ca).

