



Agent Portal

The challenge with human resources is the “human” part. People have personal obligations and schedule conflicts that frequently affect their availability to work. It is a never-ending task for you to accommodate their needs without having a negative impact on your service levels or the expectations of your customers.

You finally finished the schedules for next week and posted them a couple of hours ago, when you see Sally headed for your desk. She just remembered, she has a doctor's appointment next Tuesday and needs you to find a replacement for her. Isn't there some way to eliminate this stack of schedule change requests from your desk and get you out of the middle of this process?



Does this look familiar?

The **Primidium Agent Portal** empowers your staff to handle their own conflicts with a powerful electronic bulletin board. Employees are able to post schedules they are unable to work and select schedules posted by others that would better suit their needs. The portal is fully integrated with the **Schedule Manager** to provide a convenient web interface for agents to view posted schedules, request time off, and submit permanent or temporary schedule change requests.

Once schedule change requests are ready for approval, they are electronically submitted, along with a concise summary of any potential impact on the schedule. The approving supervisor has all the necessary information to make a click of the button decision to accept or reject the request. **Primidium** will electronically notify the affected employees and automatically make the adjustments to the schedule.

Features

- Part of the **Primidium Workforce Solution** suite
- Industry standard web-based platform
- Custom interfacing to existing systems
- Remote agent access
- Real-time schedule viewing
- Agent to agent schedule change tool
- Supervisor approval
- Password security
- Human resource data integration