

Easy to Use Agent Portal

Improve Agent Communication with CommunityWFM Enterprise

Provide agents with modern communication features to improve attendance, morale, and productivity through the CommunityWFM agent portal solution.



Personalized Portal

Each agent can personalize their own portal to add and remove content areas.



Create Preferences

Provide agents with a way to share start time and day preferences for shift work.



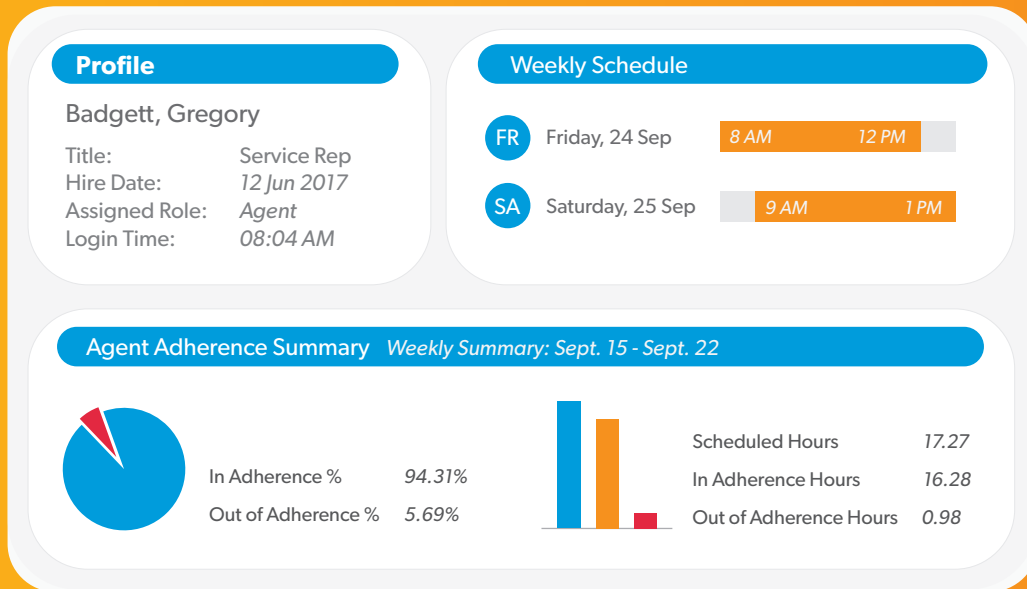
Add/Drop Shifts

An agent can accept or decline any opportunities for overtime shifts and voluntary time off.

An Agent Portal Helps Streamline Conversations

- Self check-in is available for working agents who are not logged into a phone system.
- A QR code can be found within the agent portal to quickly set up the Community Everywhere mobile app.
- A single click changes the layout of the agent portal to toggle feature descriptions.
- Agents can use the portal to find out the latest news and information from their management team.
- Dynamic swaps with rules can be enabled so agents can exchange shifts as needed.
- Every agent can manage their own profile picture directly within the agent portal.

Allow Agents to Monitor Their Own Work



The agent portal is a single location for agents to find detailed information about their past and future shifts. Shift start and end times are always accurate and each agent can view the same adherence metrics that the management team has to access to.

A Place for Agents to Manage Time Off

The CommunityWFM agent portal solution is the primary location for agents to manage everything related to time off.

- ✓ Current time off balances and accrual rates for future hours are tracked directly within the agent portal and can be linked with an HR system.
- ✓ Agents can request time off as either a single or recurring event.
- ✓ Both pending and upcoming time off can be viewed at any time by an agent.



Provide Automated Shift and Time Off Bidding

Within the agent portal is a sophisticated bidding engine that can be utilized for both shifts and time off. This enables agents to select their top shift preferences each week. They can also bid on time off with customized dates and wait lists.