



# WORKFORCE MANAGEMENT

A NEW WAY TO ONBOARD AGENTS,  
HAVE BETTER VISIBILITY INTO  
COMPLIANCE STATUSES, & MORE!

ENTER HERE

WORKFORCE MANAGEMENT

Q Search...

Test1 Owner

Home

Agents

Preferences

Go to ICL Community

WORKFORCE MANAGEMENT

6

Announcements

5

Compliant Agents (Past Day)

4

Terminated Agents (Past Day)

3

Active Roster

Click this tile to see the active roster in a new window where you can see the active agents, download them in an Excel format and can print them (if required).

Agent	Latest Title	Phone	Email
Mar Testy	Sales Rep	(000) 000-0000	✉ mbriano@cydcor.com
Kat Tessst	Sales Rep	(805) 277-1000	✉ kgodinez@cydcor.com
ATTB2BTEST TESTERSON	Sales Rep	(805) 822-4649	✉ kgodinez@cydcor.com
TESTER TEST	Sales Rep	(805) 822-4649	✉ kgodinez@cydcor.com
Kristen Test User	Assistant Manager	(555) 555-5555	✉ kbalogh@cydcor.com
Test Middle LeTest	Sales Rep	(805) 822-4649	✉ test1@test.com
Test Middle Testoni	Sales Rep	(805) 822-4649	✉ tester@test.com
test mctest	Sales Rep	(805) 822-4649	✉ test@test.com
Testie McTester	Sales Rep	(805) 822-4649	✉ jennacarafelli@gmail.com
Ann TestApplicant2	Sales Rep		✉ ann.testapplicant2@test.c...
Test Owner1	ICL Owner		✉ jcarafelli@cydcor.com

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Got suggestions for us? [Submit HERE!](#)

QUICK LINKS

- New Device Request
- Order Badges
- My Resource Vault
- Cydcor Directory & Phonebook

1

Welcome! Workforce Management

WELCOME TO

WORKFORCE MANAGEMENT

Pending Agents

Agents with pending Compliance requirements.

Agent

Jesus Navarro

Sort by:

Most Recent Activity

Q Search this ...

## Workforce Management



### Home Page

- Pending Agents** – Agents who are active, but not yet compliant – action needed or pending approval
- Quick Links** – Easy access to important stuff – device requests, ordering badges, MRV training portal, Cydcor directory and photobook
- Active Roster** – List of all active agents in your office
- Terminated Agents** – Any agent terminated yesterday
- Compliant Agents** – List of reps who became compliant within the last day
- Announcements** – a simplistic way to communicate
- Suggestion Link** - got ideas?



Please Select ICL

Test ICL ▾

**Agents**

Background Check

Active Agents

In-Active Agents

Add New Agent



Name	Role	Start Date ↓	Compliant Campaigns	In Progress Campaigns
Mar Testy	Sales Rep	Nov 15, 2022	Verizon 5G	HelloFresh - Chefs Plate
Kat Tsssst	Sales Rep	May 25, 2022		
ATTB2BTEST TESTERSON	Sales Rep	May 20, 2022		
TESTER TEST	Sales Rep	May 20, 2022		
Kristen Test User	Assistant Manager	Apr 29, 2022		AT&T Res
Test Middle LeTest	Sales Rep	Apr 1, 2022		
Test Middle Testoni	Sales Rep	Apr 1, 2022		
test mctest	Sales Rep	Mar 31, 2022		
Testie McTester	Sales Rep	Mar 30, 2022		
Ann TestApplicant2	Sales Rep	Aug 29, 2018		
Test Owner1	ICL Owner	Oct 21, 2016	Century Link	

## Workforce Management



### Agents Tab

- **Select ICL** – will default to your office, if you have access to outside deals, you can select another ICL from the drop down
- **Agents** – Active/Inactive Agents lists, sorted by start date (newest at the top). Columns to call out compliant campaigns and those still in progress/needing action
- **Background Check** – If you have scheduled BGCs, they will be listed here
- **Add New Agent** – Create assignment, faster way to onboard agents!



Tom Brady



ACTIVE

Tom Brady

SALES REP



North, Inc.

(REBECCA SUTHERLAND)

Start Date: Nov 7, 2022



(567) 890-1230

✉ tom.brady@legend.com

Deactivate

Assign Campaign(s)





Mar Testy



ACTIVE

Mar Testy  
SALES REP

Test ICL

(Test Owner1)

Start Date: Nov 15, 2022



(000) 000-0000

mbriano@cydcor.com

DOB: Jan 10, 1985

Terminate

Assign Campaign(s)



AT&amp;T EDM

Compliant

Days Taken: 2

Unassign

Show Details

Campaign Agent Code : AHIT0

Worker ID : JV271G

Start Date: 1/23/2022

End Date:

In Compliance Date : 1/26/2022

Background Check Approved

Upload

Preview

Compliance Documents Approved

Upload

Preview

Client Training Required Not Submitted

Upload



DirecTV

In Progress

Unassign

Show Details

Campaign Agent Code :

Worker ID :

Start Date: 1/23/2022

End Date:

In Compliance Date :

Background Check Approved

Upload

Preview

## Agent's Profile

- Ability to assign to new campaigns
- Terminate the agent from the office
- Campaign Assignments clearly listed with requirements, status, codes and important details. You can also unassign reps from a specific campaign if needed
- Easy to edit the agent's info by clicking on the pencil icon
- Accurate Headcount numbers!
- **IMPORTANT- When submitting Compliance Documents, please either select "upload" or "send", not both! You will select send if you are currently using HelloSign, upload if uploading manually.**


Preferences



Ability to auto-trigger/schedule  
background check to be run

Please Select ICL

Fenix Consulting Group



Compliance Requirements -Settings

Background Check

☒ I will trigger manually. (default)

☐ I want to schedule the auto-trigger.

Days From Agent Created

Date

0

Submit

Cancel



We appreciate the partnership and feedback during this process!

Any questions? Contact Service Desk

[ServiceDesk@cydcor.com](mailto:ServiceDesk@cydcor.com)

833-5-CYDCOR