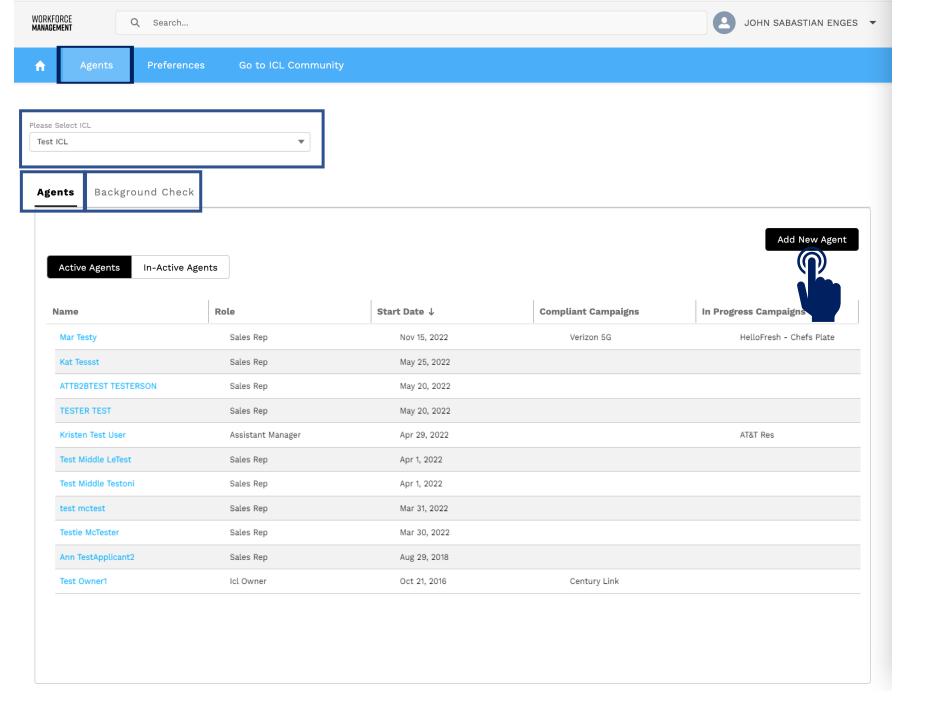


### Workforce Management



- 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
- 3. 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
- 6. Announcements a simplistic way to communicate
- 7. Suggestion Link got ideas?



## 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!



Q Search...



REBECCA SUTHERLAND ▼



Agents







North, Inc. (REBECCA SUTHERLAND)

Start Date: Nov 7, 2022

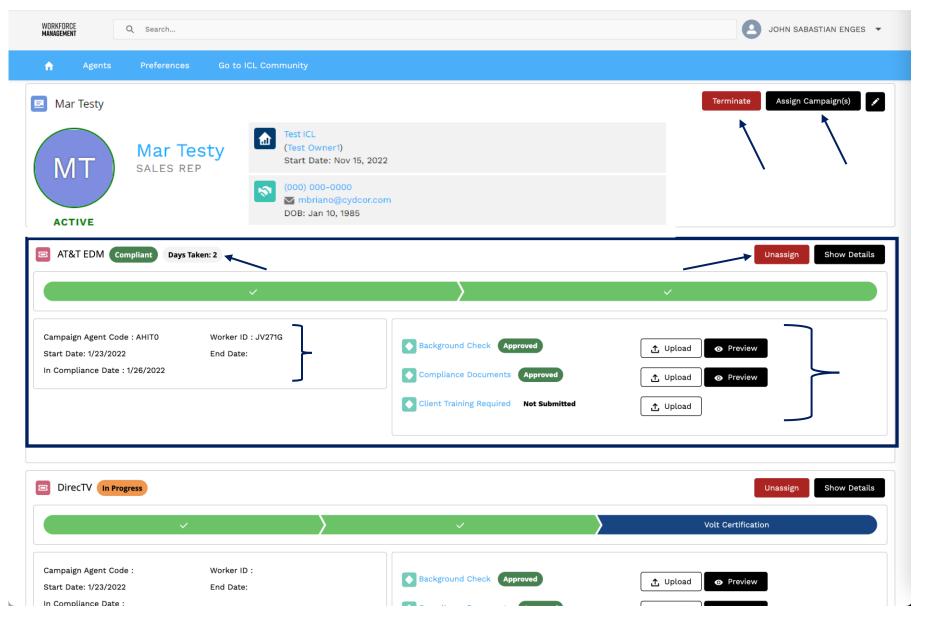


(567) 890-1230 **▼** tom.brady@legend.com

Deactivate

Assign Campaign(s)





# 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.



# 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 O Submit Cancel

### **Preferences**



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





We appreciate the partnership and feedback during this process!

Any questions? Contact Service Desk

ServiceDesk@cydcor.com

833-5-CYDCOR