# Navigating NICE Webstation and Employee Engagement Manager (EEM)

[Navigating NICE Webstation and Employee Engagement Manager (EEM)](#_Toc174689670)

[When to Use NICE Webstation or Employee Engagement Manager (EEM)](#_Toc174689671)

[NICE Webstation Navigation and Schedule Changes](#_Toc174689672)

[Log In](#_Toc174689673)

[My Schedule](#_Toc174689674)

[Changes Within My Schedule](#_Toc174689675)

[NICE Webstation Agent Update Personal Preferences](#_Toc174689676)

[Nice Webstation Agent Time Off Manager](#_Toc174689677)

[Add a Time Off Request / Waitlist](#_Toc174689678)

[Edit an Existing Time Off Request](#_Toc174689679)

[Cancel Time Off Request](#_Toc174689680)

[View Time Off Request](#_Toc174689681)

[Related Documents](#_Toc174689682)

**Description:** Information and the process steps of how to navigate NICE Webstation and make schedule changes.

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| When to Use NICE Webstation or Employee Engagement Manager (EEM) |

Most schedule changes will be completed in EEM. Refer to the table below for when to use EEM or NICE Webstation:

|  |  |  |  |
| --- | --- | --- | --- |
| **Request Type** | **Time Frame** | **System Used** | **Notes** |
| Add PTO/FHOL/UTO | Current week + 2 Weeks | EEM | Availability subject to business needs |
| Add PTO/FHOL | 3 weeks + | Webstation Time off Manager | Availability based on time off buckets |
| Cancel PTO/FHOL/UTO | Current week + 2 Weeks | Webstation Schedule Change | Access the days schedule you want to cancel and delete the segments |
| Cancel PTO/FHOL | 3 weeks + | Webstation Time off Manager | Access Time off Manager in Webstation, select date, and click on delete |
| Add Extra Hours | Current week + 2 Weeks | EEM | Availability subject to business needs |
| Cancel Extra Hours (Swap or Take UTO if Avail) | Current week + 2 Weeks | EEM | Once signed up for Extra Hours you will need to find a Swap, Trade, or take UTO if available |
| Swap On/Swap Off | Current week + 2 Weeks | EEM | Availability subject to business needs |
| Trade Schedules | Current week + 2 Weeks | EEM | Availability subject to business needs |
| Self-Reporting an Absence | Current week + 2 Weeks | EEM | Remember to check PTO/UTO availability before taking an occurrence |
| Manage Preferences/Settings | Ongoing | EEM | Make sure your contact information is up to date to receive notifications |

Refer to as needed:

* [Using NICE Employee Engagement Manager (EEM) on the Web (057039)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ad3a51d3-5432-4398-b3bc-4dba4ae7dda8)
* [Using NICE Employee Engagement Manager (EEM) on Mobile Device (057038)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=911636f3-3425-4cad-89d1-f681eea7acb7)

* [NICE Webstation Navigation and Schedule changes (043218)](#_NICE_Webstation_Navigation_1)
* [Nice Webstation Agent Time off Manager (043218)](#_Nice_Webstation_Agent)

[Top of the Document](#_top)

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| NICE Webstation Navigation and Schedule Changes |

This section provides information for Log In, My Schedule, and the process steps of how to make schedule change requests. Refer to as needed:

[Log In](#_Toc168054843)

[My Schedule](#_Toc168054844)

[Changes Within My Schedule](#_Toc168054845)

[NICE Webstation Agent Update Personal Preferences](#_Toc168054846)

### Log In

Perform the following steps to log in:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Locate and click on the **NICE WFM** icon to launch Agent Webstation.    **Note:** If you do not have this icon on your desktop, access NICE by utilizing one of the following URLs and bookmark for future use: <https://cvs.nicecloudsvc.com/> |
| **2** | Log in using your Network Windows login and password.    **Result:** Agent Webstation Home Page displays. |

[Return to NICE Webstation Navigation and Schedule changes](#_NICE_Webstation_Navigation)

### My Schedule

The My Schedule page displays schedules for an agent in daily, weekly, or monthly formats. The system automatically updates the My Schedule page as schedules change.

**Notes:**

* Schedules are viewable on a two-rolling week basis.  The  icon represents the time frames the agent is available for the main role function.
* Approved time off is coded in blue in the calendar view of the requests.
* When logging into NICE, the popup message displays if a schedule change was made. This could represent one of the following:
  + Missed time on a previous date
  + New schedule on a future date
  + Other recent changes
* To the top left of this screen is a box titled “Alerts.” This may include denied, pending, and approved schedule changes.

 Review the My Schedule page daily to ensure schedule adherence.

Perform the following steps to review the My Schedule page:

|  |  |
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| **Step** | **Action** |
| **1** | Review the updated information, clear the alerts by clicking on the box titled **Acknowledge Alerts**. |
| **2** | Click **OK** on pop up message to confirm you have read and understand the notifications. |

[Return to NICE Webstation Navigation and Schedule changes](#_NICE_Webstation_Navigation)

### Changes Within My Schedule

* Take Lunches and Breaks as scheduled if requesting partial day time off.
* For those in Training, do not request time off until training is completed.
* PTO and FHOL should only be requested if agents have time available. When the PTO/FHOL comes, if the agent has no PTO/FHOL remaining in balance, the PTO/FHOL will be removed and UTO will need to be requested via EEM.
* If no time is available via EEM, agent would be required to work.
* If not worked as scheduled, the attendance policy applies.
*  Official Mytime balance must be verified via HR/Workday. Refer to [View Mytime and the Attendance Record (058936)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c0d035b1-4545-4cbe-bcfc-55daff01334f).
* All scheduled Training, 1 on 1’s, Team Meetings or Impact Coaching sessions must be completed before you request time off for the day.

**Note:** When a request is being submitted for the current day and/or a date within the current week plus the next two-week schedule refer to [Using NICE Employee Engagement Manager (EEM) on the Web (057039)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ad3a51d3-5432-4398-b3bc-4dba4ae7dda8) or [Using NICE Employee Engagement Manager (EEM) on Mobile Device (057038)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=911636f3-3425-4cad-89d1-f681eea7acb7) for mobile use. All time off requests for dates outside of the current week plus the next two weeks should be submitted through [Time Off Manager](#_Nice_Webstation_Agent).

[Return to NICE Webstation Navigation and Schedule changes](#_NICE_Webstation_Navigation)

### NICE Webstation Agent Update Personal Preferences

Agents can select the format of information displayed on various web pages. The system stores these settings uniquely for each agent. Available preferences include Home page and My Schedule Change.

Perform the steps below:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Click your name on the top right and choose **My** **Account** from the drop-down menu.        **Notes:**   * You must select your preferred time zone, or WebStation will default to the MUs default time zone.  In most cases, the default time zone will be Central Time (CST). * There are areas in WebStation that will display based on your preferred time zone, while others will display in the MUs default time zone, which will be identified by “Times shown in: US/Central” somewhere on the page. * Only data that contain BOTH a date and time will be converted to the preferred time zone. |
| **2** | Select **Webstation > Personal Preferences > Home Page Preferences** on the navigation bar then select the checkbox by each item to display on your home page and click **Save**.  Options include:   * My schedule for today * My schedule for this week * My schedule for next week * My current statistics for today |
| **3** | Select **Webstation > Personal Preferences > My Schedule Change Preferences** on the navigation bar, if available and select the checkbox by each item to display on the NICE Webstation - My Schedule Changes page and click **Save**.  Options include:   * Pending - Requested changes waiting for approval/Approved changes waiting to be processed * Completed – Agent’s successful schedule changes * Unsuccessful - Denied/Approved requests that failed during processing * Canceled – Agent’s canceled requests |

[Top of the Document](#_top)

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| Nice Webstation Agent Time Off Manager |

This section provides NICE Webstation agent instructions for how to add or edit a time off request and how to add a Waitlist request. Refer to as needed:

[Add a Time Off Request / Waitlist](#_Toc168052388)

[Edit an Existing Time Off Request](#_Toc168052389)

[Cancel Time Off Request](#_Toc168052390)

[View Time Off Request](#_Toc168052391)

#### Add a Time Off Request / Waitlist

Perform the following steps:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Select **Time off Manager** on the navigation bar then click on **TIME OFF GROUP** or **RULE**.  **Note:**  Time Off Manager is only utilized for adding time off requests outside of the current week plus the next two weeks.  For time off requests within the current week or the next two weeks, refer to   * [Using NICE Employee Engagement Manager (EEM) on the Web (057039)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ad3a51d3-5432-4398-b3bc-4dba4ae7dda8) * [Using NICE Employee Engagement Manager (EEM) on Mobile Device (057038)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=911636f3-3425-4cad-89d1-f681eea7acb7) |
| **2** | Select the **MY TIME OFF** tab, click **Request time off**, and input the following:   * Type of time off * Length * Start date and End date (for full or partial day requests, if available) or Week of (for week requests) * Start time and End time (for partial day requests, if available) then Comments (optional) |
| **3** | Click **Submit**.  **Result:**  Your request has been submitted page displays.  **Note:**  Approved time off is coded in blue in the calendar view of the requests. |
| **4** | a. Review the information on the “Your request has been submitted” page.  b. Then click **Yes, I am finished**, or **No, I would like to enter another request**.  **Note:**  If time off is not available, you may put in a request to be on the Wait List via the same method by selecting **waitlist** in the drop-down menu. |

[Return to NICE Webstation Navigation and Schedule changes](#_NICE_Webstation_Navigation)

#### Edit an Existing Time Off Request

Perform the following steps:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Select **Time Off Manager** on the navigation bar then click on **TIME OFF GROUP**or **RULE**. |
| **2** | 1. Select the **MY TIME OFF** tab, select **time off** to edit and select the **Text view.** 2. Click **Edit** for the planned time off. 3. Select the **Calendar view** then select the **planned day off** to edit.   **Note:**  To edit a week selection, click on any day within the week. |
| **3** | Edit your request as follows:   * Type of time off * Length * **Start time** and **End time** (for partial day requests) * **Days**(when changing a week request to full or partial day request, if available) * (Optional) **Comments** * (Optional) View additional information |
| **4** | Click **Save changes**, **delete request**, or **cancel**and return to My Time Off.    **Note:**  You can also edit time off for days that you can see your schedule in EEM, by navigating to the My Schedule tab in Webstation and locating the date of the time off request. Then click on the puzzle piece icon and edit your request as needed.  A screenshot of a calendar  Description automatically generated |

[Return to NICE Webstation Navigation and Schedule changes](#_NICE_Webstation_Navigation)

#### Cancel Time Off Request

This is used to add, edit and cancel time off selections for future dates, view your time off summary or view time off allotments.

Perform the following steps:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Select **Time Off Manager** on the navigation bar then click on **TIME OFF GROUP** or **RULE**. |
| **2** | Select the **MY TIME OFF** tab and select either**Text View**or**Calendar View**tab.   * In Text View, under Planned section, select EDIT for day(s) cancelling time off. * In Calendar view,click on date to cancel time off and click on Delete request to cancel. * To cancel a week selection, click on any day within the week.   **Result:**  This validation message displays:  “Are you sure that you want to cancel this time off request?” |
| **3** | Click **OK** to cancel the time off request or click **Cancel** to clear the message without cancelling the time off request.  **Note:** You can delete time off for days that you can see your schedule in EEM or Webstation, by navigating to the My Schedule tab in Webstation and locating the date of the time off. Then click on the puzzle piece icon and select **delete**.  A screenshot of a calendar  Description automatically generated |

[Return to NICE Webstation Navigation and Schedule changes](#_NICE_Webstation_Navigation)

#### View Time Off Request

Perform the following:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Select **Time off Manager** on the navigation bar. |
| **2** | Click **TIME OFF GROUP** or **RULE**then view time off allotment information.  **Result:**  Approved time off is coded in dark blue in the calendar view of the requests.  Alternate request types will be identified as indicated in the chart below. |

[Top of the Document](#_top)

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| Related Documents |

[NICE Webstation Agent Index (043220)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9e0ef0c0-7b81-4b4a-821f-e712c3eca532)

[Customer Care Abbreviations, Definitions, and Terms (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

**Parent Documents:** [CVS Health Attendance Policy (DOC 51628)](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=DOC-051628), [Meal Breaks and Rest Periods Policy (DOC-012006)](https://policy.corp.cvscaremark.com/cs/groups/public/@pnp/@nu/@all/@all/@4000/documents/sop/b2mt/mdey/~edisp/doc-012006.pdf)

[Top of the Document](#_top)

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