**NICE Webstation Agent: Schedule Realignment**

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**Description:** Steps required to complete a schedule realignment request utilizing the Webstation Schedule Bidding feature.

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| Important Reminders |

This work instruction is event-based and does not apply to all staff on a regular basis. Notification will be received from site leadership if this work instruction is required for your role.



Icon - Important Information Rate of pay (shift differential) and supervisor may change depending on the elected start/stop time of selected shift.

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| Schedule Realignment |

A shift realignment, sometimes called a schedule bid, is a process which enables agents to view and rank schedule patterns. Resource Planning provides the agents a set of schedule patterns, the agents then rank the schedule patterns, and Resource Planning assigns each agent to a schedule pattern based on the rankings provided by leadership.

Follow the steps below to review and complete a Schedule Realignment request:

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| **Step** | **Action/Description** |
| **1** | Log in to NICE WebStation: <https://cvs.nicecloudsvc.com/>. |
| **2** | Select **WebStation** > **Schedule Bidding** on the navigation bar. |
| **3** | Select a schedule pattern set.    **Note:** Part-time bidding varies by shift bid. When part-time colleagues are eligible to participate, this is communicated as part of the shift bid process. |
| **4** | Choose your sorting options in ascending or descending as needed; this will determine the order your shifts are presented to you for review. |
| **5** | Enter a rank value, starting with 1 for the most preferred, for **each** pattern in the **BID** column.  Auto Rank- Used to auto-fill any blank bid fields. Adds a bid preference to any weekly schedule patterns with a **BLANK** bid field. When you click Auto-rank, the system does **NOT** modify Bid fields that have a value in them.  **Note:** Failure to rank **each and every option** may result in a shift being assigned that the agent does not want even though they are eligible for one they did. |
| **6** | Click **Continue**. |
| **7** | Click **Submit**.  **Result:** A message will display indicating that your bid has been submitted successfully. |

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| Frequently Asked Questions and Answers on Schedule Realignment |

Refer to the table below:

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| **#** | **Question** | **Answer** |
| **1** | What is the purpose of the schedule realignment process? | The schedule realignment process allows agents to select and rank their preferred schedule patterns, ensuring that assignments align with their preferences as much as possible while meeting coverage needs based on member demand. |
| **2** | How often does the schedule realignment process occur? | The schedule realignment process occurs twice a year, or as communicated by site leadership. |
| **3** | What happens if I do not participate in the schedule bidding? | If you do not participate, you may be assigned a schedule pattern that you do not prefer, as it is important to rank all options to ensure your preferences are considered. |
| **4** | Can I change my rankings after submitting my bid? | Yes, you are able to go back and edit your rankings after you have submitted your bid. Changed must be completed before the bidding process closes. |
| **5** | How will I be notified about the schedule realignment process? | Notifications will be sent from site leadership to inform you when the schedule realignment process is taking place. |
| **6** | What should I do if I have special circumstances that affect my schedule preferences? | If you have specific needs or constraints, please communicate them to your supervisor before the bidding process begins. |
| **7** | What if I have questions or issues during the schedule bidding process? | If you encounter any issues or have questions, **please reach out to your supervisor for assistance.** |
| **8** | How will I know if my bid was successful? | After submitting your bid, you will receive a confirmation message indicating that your bid has been submitted successfully. Further details about your assigned schedule will be communicated after the bidding process concludes. |
| **9** | Are there any resources available to help me understand the bidding process? | Yes, additional resources and documentation may be provided by your supervisor or can be found in the related documents section. |
| **10** | How will the shift bid affect me if I am a part-time employee? | Part-time employees are not affected by shift bids. |
| **11** | How will I be notified of my awarded schedule? | The awarded schedules will be sent by Resource Planning to CMO Managers once the bidding cycle is complete. CMO Managers will distribute accordingly. |

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| Related Documents |

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

[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)

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