# Using NICE Employee Engagement Manager (EEM) on the Web

[Log In](#_Toc207799199)

[Update Contact Information](#_Toc207799200)

[Manage Schedule Preferences](#_Toc207799201)

[Holiday Hours & FAQs](#_Toc207799202)

[View Notifications and Respond to Opportunities](#_Toc207799203)

[View Schedule](#_Toc207799204)

[Request Absence](#_Toc207799205)

[Trade Shift](#_Toc207799206)

[Pick Up Extra Hours](#_Toc207799207)

[Volunteer for Time Off](#_Toc207799208)

[Swap Time (Flex Time)](#_Toc207799209)

[Related Documents](#_Toc207799210)

**Description:** Provides instructions for using NICE Employee Engagement Manger (EEM) on the web.

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| Log In |

 Complete [Registration (057037)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f5d70878-3c1e-4955-8877-e9ebd283be37) **before** using EEM.

Complete the steps below:

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| **Step** | **Action** |
| **1** | In Chrome, access the [EEM Web Browser](https://cvs-eem.nicecloudsvc.com). |
| **2** | Enter your network username and password and click **Login**. |

[Top of the Document](#_top)

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| Update Contact Information |

**Note:** This is only required if your contact information has changed since completing registration.

Complete the steps below:

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| **Step** | **Action** |
| **1** | Select the arrow underneath username and click **My Profile**. |
| **2** | Update contact information and click **Save**.  **Notes:**   * If select SMS (text message) for contact preference, you will receive a SMS message with a six-digit verification code you must enter. * Ensure the **I wish to participate in the NICE EEM program** radio button is selected to take advantage of your new schedule change opportunities. |

[Top of the Document](#_top)

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| Manage Schedule Preferences |

Complete the steps below:

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| **Step** | **Action** | |
| **1** | Select the arrow underneath username and click **My Preferences**.    **Result:** The My Preference page displays with the following tabs:   * Extra Hours * Do Not Disturb * Time Off * Settings | |
| **2** | Update schedule preferences.  **Notes:**   * Select time intervals by clicking individual intervals or clicking and dragging mouse over multiple intervals.   + Time intervals you do not want display with an  icon. Time intervals you do want display with an  icon. * To copy preferences from one day to another:   + Select the day to copy from the Day drop-down.   + Select the day(s) to copy to from the Target Days drop-down.   + Click **Apply**. | |
| **To update…** | **Then…** |
| Extra Hours | a. Click the **Extra Hours** tab.  b. Select time intervals you do **not** want to be considered for Extra Hours.  c. Click **Save**. |
| Do Not Disturb | a. Click the **Do Not Disturb** tab.  b. Select intervals you do **not** want EEM to contact you for schedule change opportunities.  c. Click **Save**. |
| Time Off | a. Click the **Time Off** tab.  b. Select intervals you want to be considered for time off.  c. Click **Save**. |
| Settings | a. Click the **Settings** tab.  b. Enter preferable minimum shift.  **Note:** This is the minimum number of hours (in half hour increments) you want to work if offered extra hours.   * If you want to receive trade requests, select the checkbox for Receive Trade Requests and enter the minimum amount of time you agree to trade and the minimum amount of time of advance notice other agents must give you to make a trade.   c. Select **Save.** |

[Top of the Document](#_top)

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| Holiday Hours & FAQs |

**Notes:**

* Agents for Holiday hours must be WFH.
* Ensure that all current-day requests are submitted at least 30 minutes in advance of the start time of the request.
* You cannot cancel overtime in EEM. The process to cancel would be the same process as requesting through “Schedule adjustment - Time off,” if there is time available, or by using the “Schedule adjustment – Swap/Trade” process to swap or trade your scheduled hours.

Complete the steps below:

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| **Step** | **Action** | | |
| **1** | Select **Extra Hours** from the Schedule adjustment drop-down.  A screenshot of a computer  AI-generated content may be incorrect.  **Result:** The schedule for the currently selected week displays with extra hours availability for each interval. Refer to the schedule key table below: | | |
| **Color/Icon** | **Image** | **Description** |
| Yellow background with no icon |  | You are scheduled to work during this interval. |
| Gray background with no icon |  | This interval is unavailable for you to work. |
| Gray background with green plus icon |  | This interval is available to you to work. The contact center needs more agents during this time. This interval does not require Real Time Coordinator (RTC) approval. |
| Gray background with green plus icon and stars |  | This interval is available to you to work with extra credit. The number of stars indicates the number of shift currency credits earned for the interval. |
| Gray background with blue plus icon |  | This interval is available to you to work and must be approved by RTC. |
| Gray background with green plus icon with purple clock |  | The WFM (Workforce Management) system is processing your extra hours request. |
| Gray background with green plus icon with question mark |  | An interval WFM is processing as a group with intervals that require RTC approval. An RTC has not yet approved this request to work. |
| Gray background with blue plus icon with question mark |  | An RTC has not yet approved this request to work. |
| Gray background with blue plus icon with purple clock |  | An RTC approved this request, but the WFM system is still updating. |
| **2** | Select each available interval you would like to work extra hours. Depending on the availability of the interval selected, your schedule may automatically update or require additional approval prior to updating.   Work your schedule as it is produced. Do not assume pending requests will be approved. | | |
| **3** | Select **Request**.  A screenshot of a computer  AI-generated content may be incorrect. | | |

**Frequently Asked Questions (FAQs):**

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| **#** | **Question/Statement** | **Answer** |
| **1** | When will available holiday hours be viewable in EEM? | Three weeks prior to the holiday, via Extra Hours. |
| **2** | How will schedules needed be determined? | Schedules will be based on Contact Type/Skilling profile rather than MU (Management Unit). |
| **3** | How will the shift be filled? | Shifts are filled on a first-come, first-served basis. |
| **4** | Is there a minimum or maximum of hours that can be selected for a holiday schedule? | WFH Colleagues can pick up any combination of hours based on business requirements.  Minimum of 30 minutes; Maximum of 12 hours  Non-consecutive hours/split shifts |

[Top of the Document](#_top)

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| View Notifications and Respond to Opportunities |

Complete the steps below:

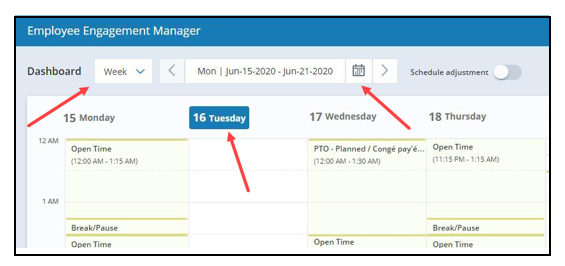
|  |  |
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| **Step** | **Action** |
| **1** | Click the notification icon to the right of username.  **Note****:** The number of unread notifications will appear in a red circle. |
| **2** | Respond to opportunities by clicking the desired response at the bottom of each offer.  **Example:** To respond to an Extra Hours or Time Off Opportunity, click **Add Hours** to accept all the hours. Click **Adjust Time** to accept part of the time and move the slider to the time you want to accept. Click **Not Interested** to decline the offer. |

[Top of the Document](#_top)

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| View Schedule |

The default schedule view when logging into EEM is set to the current week.

* Current day is highlighted in blue.
* Navigate to future and past weeks by clicking on the backward and forward button next to the Schedule Adjustment slider or clicking the calendar icon.
* Change time parameter to Day or Month by clicking the drop-down menu next to Dashboard.



[Top of the Document](#_top)

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| Request Absence |

**Notes:**

* Add your absence for the exact times you are not in to ensure you are paid correctly.
* ABPST is an option that should be used if you live in an area that allows Mandated Paid Sick Time. If you use this option, three consecutive days of absence will not merge.
* If you have used all your PST, start using Absence – Unexcused Self-Serve, so your unexcused absences will merge. Check the Attendance Database and review the PHU column for the hours used for the year.
* Applying the Absence – Unexcused Self-Serve will result in an unexcused absence for the time frame selected per the enterprise attendance policy
* Reporting an OTAB absence during a period with scheduled overtime is unexcused and applies to the enterprise attendance policy.
* Utilizing FMPEND will be unexcused until supporting Intermittent FMLA documentation is emailed to the Time and Attendance team by the colleague’s supervisor.
* The FMPEND activity is only utilized for Intermittent FMLA and should not be used for consecutive leaves of absence.

Complete the steps below:

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| **Step** | **Action** |
| **1** | Select the arrow underneath username and click **Request Absence**. |
| **2** | Enter the date for request. |
| **3** | Select the activity code for the absence request. |
| **4** | Enter the start and end time for the absence request.  **Note:** This will indicate if the absence is due to Late Arrival, Early Departure, or Full Day absence based on the times you select. |
| **5** | Click **Submit**.  **Note:** This will update your schedule automatically with the selected absence activity code. An email notification will be sent to your supervisor informing them of your absence. Requesting an absence will have the same outcome as calling into the Attendance Line and would be considered an Unexcused Absence. For details on what points would be received, refer to [Customer Care Procedures for Reporting Absences (021318)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1a2d4af6-4035-4f03-874f-da6f626f5ca5) or [CVS Health Attendance Policy (DOC-051628)](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=DOC-051628). |

[Top of the Document](#_top)

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| Trade Shift |

The Trade Shift feature allows two agents to swap scheduled hours upon mutual agreement.

**Notes:**

* Ensure that all current-day requests are submitted at least 30 minutes in advance of the start time of the request.
* You will receive notifications in EEM or on your mobile device (once set up for mobile notifications) when their trade request was accepted and will reflect on the EEM calendar.
* Trades requested from others will come as notifications in EEM or on your mobile device (once set up for mobile notifications) and can be accepted from there.
* Self-service change requests and/or Trades may not be available if there are pre-planned activities on the date(s) in question.

Complete the steps below:

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| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Action** | | | | | |
| **1** | Select **Trade** from the Schedule Adjustment drop-down. | | | | | |
| **2** | Select the day, week, or month you wish to trade. | | | | | |
| **3** | Click the time intervals to trade (all or part of a shift).  Refer to the Schedule Key: | | | | | |
| **Color/Icon** | | | **Image** | | **Description** |
| Yellow background with no icon | | |  | | You are scheduled to work during this interval, and time off cannot be requested through EEM. |
| Yellow background with green agent icon | | |  | | You can offer this time interval to trade. |
| Yellow background with purple clock icon | | |  | | You have a trade processing for this time interval. |
| Gray background with no icon | | |  | | You are not scheduled to work during this time. |
| **4** | Click **Request**.    **Result:** Trade page displays. | | | | | |
| **5** | Enter request information. | | | | | |
| **Step** | **Action** | | | | |
| **1** | Select Agent Preference.   * **All Agents** sends request to all agents available to trade. * **Agent** sends request to specific agent(s). * **Group** sends request to group which you belong.   **Note:** Selecting All Agents or Group provides a list of agents available to trade and the schedule you would receive from them. | | | | |
| **To send the request to…** | **Then…** | | | |
| All Agents | a. Select the **All Agents** bubble.  b. Proceed to Step 2. | | | |
| Agent | a. Select the **Agent** bubble.  b. Type agent’s name in the search bar.  **Note:** Auto complete will show possible matches.  c. Select the appropriate agent from the list of matches.  d. Click **Search**.  **Result:**    e. Repeat steps b-d as needed.  **Note:** Up to 20 agents can be selected.  f. Proceed to Step 2. | | | |
| Group | a. Select the **Group** bubble.  b. Select the group from the drop-down list. (**Example:** My Team, My Program, My Site)  **Result:**    c. Proceed to Step 2. | | | |
| **2** | Select Trade Preferences. | | | | |
| **If you…** | | | **Then…** | |
| Have no shift preference | | | a. Select the **No preference** bubble.  b. Proceed to Step 3. | |
| Prefer to give shift away without making up the time | | | a. Select the **Give away** trade bubble.  b. Proceed to Step 3.  **Note:** Shifts given away without a trade are considered unpaid and a reduction in weekly hours worked. | |
| Have a shift preference for making up the time | | | a. Select the **Shift Preference** bubble.  b. Select the days willing to work.  c. Select the start and end time willing to work.  d. Click **Search** to refresh the results column.    e. Proceed to Step 3. | |
| **3** | a. Click the checkbox next to the agent’s name(s) whose shift you want to request to trade with.    b. Proceed to Step 6. | | | | |
| **6** | Click **Submit**. | | | | | |

[Top of the Document](#_top)

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| Pick Up Extra Hours |

The Extra Hours feature allows agents to add additional work hours beyond their normal shift when available.

**Notes:**

* Ensure that all current-day requests are submitted at least 30 minutes in advance of the start time of the request.
* You cannot cancel overtime in EEM. The process to cancel would be the same process as requesting through “Schedule adjustment - Time off,” if there is time available, or by using the “Schedule adjustment – Swap/Trade” process to swap or trade your scheduled hours.

Complete the steps below:

|  |  |  |  |
| --- | --- | --- | --- |
| **Step** | **Action** | | |
| **1** | Select **Extra Hours** from the Schedule adjustment drop-down.    **Result:** The schedule for the currently selected week displays with extra hours availability for each interval. Refer to the schedule key table below: | | |
| **Color/Icon** | **Image** | **Description** |
| Yellow background with no icon |  | You are scheduled to work during this interval. |
| Gray background with no icon |  | This interval is unavailable for you to work. |
| Gray background with green plus icon |  | This interval is available to you to work. The contact center needs more agents during this time. This interval does not require Real Time Coordinator (RTC) approval. |
| Gray background with green plus icon and stars |  | This interval is available to you to work with extra credit. The number of stars indicates the number of shift currency credits earned for the interval. |
| Gray background with blue plus icon |  | This interval is available to you to work and must be approved by RTC. |
| Gray background with green plus icon with purple clock |  | The WFM (Workforce Management) system is processing your extra hours request. |
| Gray background with green plus icon with question mark |  | An interval WFM is processing as a group with intervals that require RTC approval. An RTC has not yet approved this request to work. |
| Gray background with blue plus icon with question mark |  | An RTC has not yet approved this request to work. |
| Gray background with blue plus icon with purple clock |  | An RTC approved this request, but the WFM system is still updating. |
| **2** | Select each available interval you would like to work extra hours. Depending on the availability of the interval selected, your schedule may automatically update or require additional approval prior to updating.  Always work your schedule as it is produced. Do not assume pending requests will always be approved. | | |
| **3** | Select **Request**. | | |

[Top of the Document](#_top)

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| Volunteer for Time Off |

The Time Off feature allows agents to request time away from work.

**Notes:**

* Ensure that all current-day requests are submitted at least 30 minutes in advance of the start time of the request.
* To cancel future, already approved time off, use schedule viewer in Agent Webstation for any dates during the current week and the following two weeks. For any cancellations of time off beyond current week +2, use [Navigating NICE Webstation and Employee Engagement Manager (EEM) (043218)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f730b0a2-ae62-4028-925d-6f1e81022069).
* Self-service change requests and/or Trades may not be available if there are pre-planned activities on the date(s) in question.

Complete the steps below:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Step** | **Action** | | | |
| **1** | Select **Time Off** from the Schedule adjustment drop-down.    **Result:** The schedule for the currently selected week displays with the voluntary time off availability for each interval.  **Note:** Green icons indicate highly available intervals. Blue icons indicate limited available icons. | | | |
| **Color/Icon** | **Image** | **Description** | |
| Yellow background with no icon |  | You are scheduled to work during this interval, and time off cannot be requested through EEM. | |
| Gray background with no icon |  | You are not scheduled to work during this time. | |
| Yellow background with green minus icon |  | You are scheduled to work during this interval, and you can take it off. The contact center has more agents scheduled than it needs. Taking time off during this interval does not require RTC approval.  **Note:** Once Time Off request is submitted, your schedule will update with these intervals removed. This request is auto approved. | |
| Yellow background with blue minus icon |  | You are scheduled to work during this interval, and your RTC must approve your request to take it off.  **Note:** Once Time Off request is submitted, your RTC receives a notification of your request. Your schedule will update if approved. | |
| Yellow background with green minus icon with purple clock |  | The WFM (Workforce Management) system is processing your time off request. | |
| Yellow background with green minus icon with question mark |  | An interval WFM is processing as a group with intervals that require RTC approval. An RTC has not yet approved your request to take time off. | |
| Yellow background with blue minus icon with purple clock |  | An RTC approved your request to take time off during this interval, but the WFM system is still updating. | |
| Yellow background with blue minus icon with question mark |  | An RTC has not yet approved your request to take time off during this interval. | |
| **2** | Click the time intervals you want to request. | | | |
| **3** | Click **Request**.    **Result:** The Request Time Off page displays. | | | |
| **4** | Select **Paid** or **Unpaid**. | | | |
| **5** | Select the type of time off from the Activity Code drop-down.  **Notes:**   * If the balance is less than the amount of time selected, the activity code will be disabled.   **Example:** | | | |
| **6** | Select Group or Individual. | | | |
| **If you want the time off for the highly available (green) intervals…** | | | **Then…** |
| Regardless of whether the limited (blue) intervals become available | | | Select **Individual**.  **Result:** Your schedule updates to remove the green intervals from your schedule. An RTC receives a notification of your request time off during the blue intervals. |
| Only if the limited (blue) intervals are available | | | Select **Group**.  **Result:** Your schedule does not change until an RTC approves your request. |
| **7** | Click **Save**.  **Note:** If an RTC submits an activity for some intervals, this popup displays. It shows the activity code used for those intervals instead of the activity code you selected. Click **Accept** to accept the override. | | | |

[Top of the Document](#_top)

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| Swap Time (Flex Time) |

The Swap feature is **not** available to offline and non-inbound teams.



The Swap feature enables you to remove hours from your weekly schedule and add the same number of hours to another part of the week. Swaps must be done within the same Sunday through Saturday time frame to maintain weekly working hours. Availability for Swaps is based on business needs for each skill.

**Note:** Ensure that all current-day requests are submitted at least 30 minutes in advance of the start time of the request.

Complete the steps below:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Select from the Schedule adjustment drop-down.    **Result:** The schedule for the currently selected week displays with the availability for each interval. |
| **2** | Click the green time intervals you want to remove from your schedule. |
| **3** | Click **Request**.  **Result:** The weekly schedule showing the extra hours availability for each time interval displays. |
| **4** | Select the number of intervals you want to add to your schedule.  **Note:** The number of intervals you add to your schedule must equal the number you selected to remove. If times are grayed out, they are not eligible to be swapped. |
| **5** | Click **Submit**. |

[Top of the Document](#_top)

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| Related Documents |

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

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

**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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